# User Manual

March 24, 2006 P/N 8100078 Rev. A

PSION TEKLOGIX

*ISO 9001 Certified*
*Quality Management System*

coversant®

SECURE COLLABORATION
**FOR YOUR BUSINESS COMMUNITY™**

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# 1 INTRODUCTION AND OVERVIEW


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# 1.1 About This Manual

This manual describes the installation and configuration of PTX Connect Server software for hand-held computers, which is managed by SoapBox Server 2005. For detailed information on the administrative tools available with the SoapBox Server, please refer to the *PTX Connect Server Administrative Manual*.

***Chapter 1: Introduction***
provides an overview of this manual and the PTX Connect prerequisites for installation.

***Chapter 2: Installing The Enterprise Server***
is a step-by-step guide for the installation and configuration of the Enterprise Server.

***Chapter 3: Installing The Commercial Server***
is a step-by-step guide for the installation and configuration of the Commercial Server.

***Chapter 4: Configuring PTX Connect***
details configuring PTX Connect for Enterprise and Commercial servers, and creating users and groups.

***Chapter 5: Configuring PTX Connect Client On A Windows Mobile Device***
is a step-by-step guide for the installation and configuration of Windows Mobile®.

***Chapter 6: Configuring PTX Connect Client On A Windows CE Device***
is a step-by-step guide for the installation and configuration of Windows® CE.

***Chapter 7: Configuring The XML File***
is a step-by-step guide for the configuration of XML.

***Chapter 8: Uninstalling PTX Connect***
is a guide for uninstalling PTX Connect.

***Chapter 9: License Management***
details the addition and removal of license keys.

***Appendix A: Support Services And Worldwide Offices***
presents information for technical support, contacts, and the Psion Teklogix worldwide web address.

# 1.2 Text Conventions

***Note:*** *Notes highlight additional helpful information.*

***Important:*** ***These statements provide particularly important instructions or additional information that is critical to the operation of the computer and other equipment.***

***Warning:*** ***These statements provide important information that may prevent injury, damage to the equipment, or loss of data.***

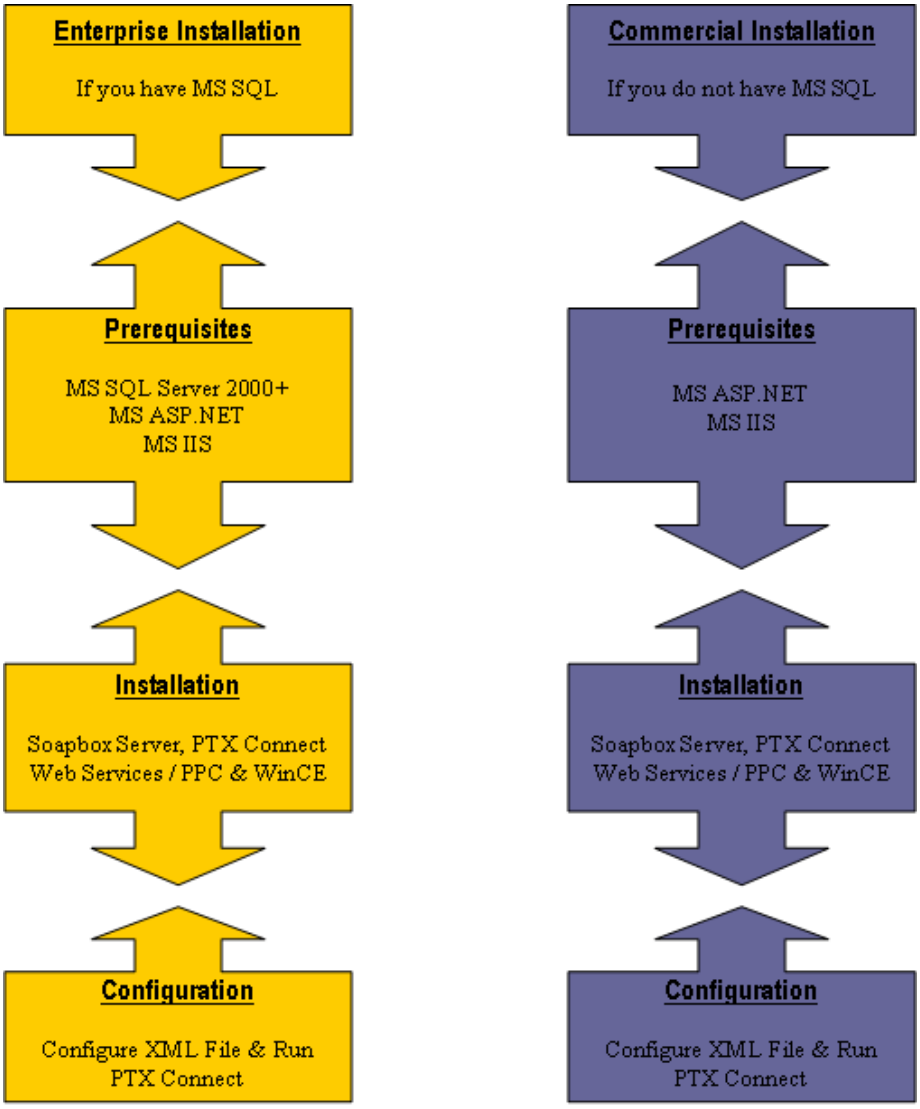
# 1.3 PTX Connect Overview

Before we begin installing the PTX Connect Server and hand-held components, you must make sure you have the following prerequisites installed on your Windows® 2003 or higher server.

If you have MS SQL installed, and you are using PTX Connect with ten or more users, follow the diagram below headed “Enterprise Installation” (shaded in Orange). For further details, please see “Enterprise Installation Prerequisites” on page 5.

***Important:*** ***If you are using PTX Connect with more than 10 users it is highly recommended that you have MS SQL installed on your server. It is also recommended to use PTX Connect on an independent Windows 2003 server with MS SQL.***

If you do not have MS SQL and you are using PTX Connect with fewer than 10 users, you will be following the “Commercial Installation” (shaded in Blue). See Chapter 3: “Installing The Commercial Server”. For more information on IIS requirements as a prerequisite, please see the *PTX Connect Release Notes*.



## 1.3.1 Enterprise Installation Prerequisites

Make sure your server has all of the latest security and patch updates from Microsoft®. More than likely, your server should have IIS and ASP.NET installed on your system. If it does not, you will need to install these two components onto the server, followed by the installation of MS SQL Server 2000.

### 1.3.1.1 MS SQL Installation

There are three ways to install MS SQL Server, all of which will be compatible with PTX Connect.

1. SQL Authentication.
2. Windows Authentication.
3. Mixed Mode.

When you install the server component of PTX Connect, you will need to know the SQL Server name (more than likely called 'local'), User Name, and Password in order to connect to the server. If you are connecting to an SQL Server that is not on your local machine, you will need to know the location of the server.

The beauty of PTX Connect is that the SQL Server does not need to reside on the PTX Connect Server. It is recommended that you keep all of the contents on the same machine, but it is not mandatory.

**NAME OF SQL SERVER:** _____

**USER NAME:** _____

**PASSWORD:** _____

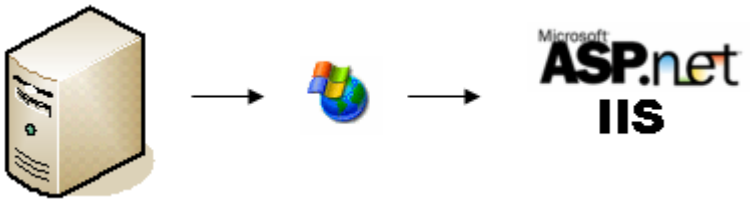
**LOCATION OF SQL SERVER:** _____
(if the server is not on the local machine)

***Important:*** ***Make sure you have at least one SQL authenticated user.***

For installation and configuration details for PTX Connect Enterprise, please go to Chapter 2: "Installing The Enterprise Server".

## 1.3.2 Commercial Installation Prerequisites

Make sure your server has all of the latest security and patch updates from Microsoft®. More than likely, your server should have IIS and ASP.NET installed on your system. If it does not, you will need to install these two components onto the server. (MS SQL Server 2000 is not required for Commercial Installation.)



# INSTALLING THE ENTERPRISE SERVER 2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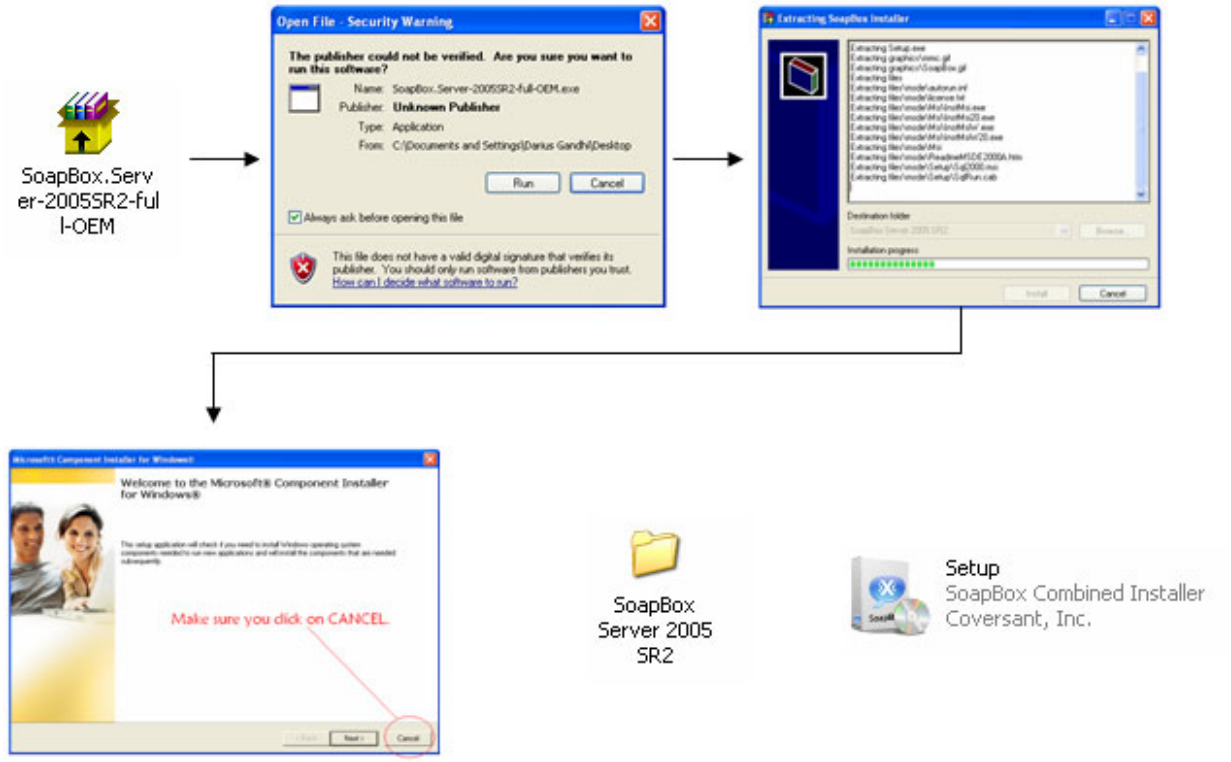
# 2.1 Step By Step Enterprise Installation

After you have installed your prerequisites (see "PTX Connect Overview" on page 4), we will walk you through installing PTX Connect Enterprise. If you are installing PTX Connect Commercial, please proceed to Chapter 3: "Installing The Commercial Server".


SoapBox.Server-2005SR2-full-OEM
Open File - Security Warning
The publisher could not be verified. Are you sure you want to run this software?
Name: SoapBox.Server-2005SR2-full-OEM.exe
Publisher: Unknown Publisher
Type: Application
From: C:\Documents and Settings\Darius Gandhi\Desktop
Run
Cancel
Always ask before opening this file
This file does not have a valid digital signature that verifies its publisher. You should only run software from publishers you trust.
How can I decide what software to run?
Extracting SoapBox Installer
Welcome to the Microsoft® Component Installer for Windows®
Make sure you click on CANCEL
SoapBox Server 2005 SR2
Setup
SoapBox Combined Installer
Coversant, Inc.

Double-click on the **Soapbox Server** icon—make sure you click on **Cancel** when the Microsoft Component Installation screen pops up. After you cancel that screen, open the folder **SoapBox Server 2005 SR2** and then double-click on the **Setup** icon.

Proceed to the next page.

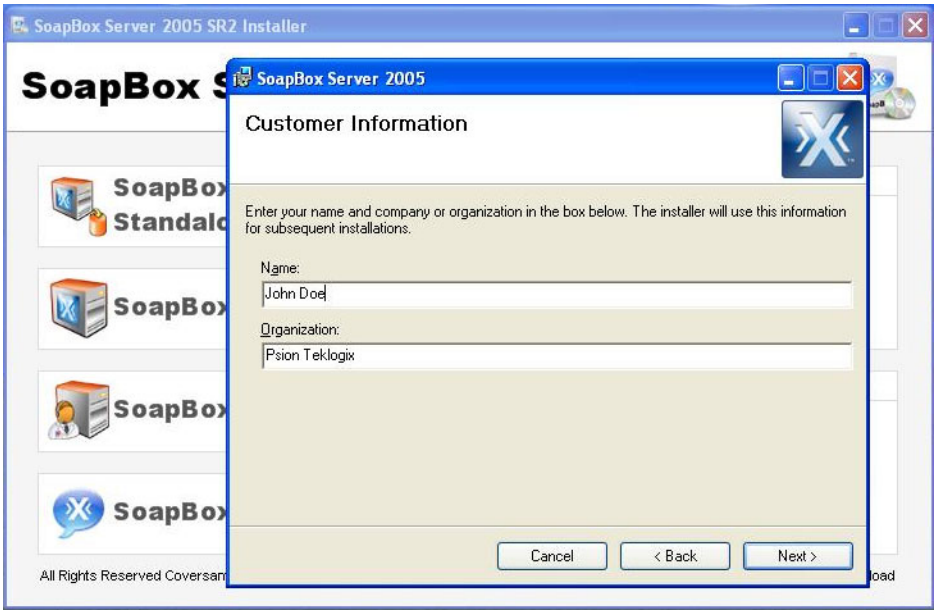
SoapBox Server 2005 SR2 Installer
SoapBox Server 2005 SR2 Installer
SoapBox Server 2005 SR2 Standalone
SoapBox Server 2005 SR2
SoapBox Server 2005 SR2 MMC
SoapBox Client
Documentation and Links
Installation Guide
Release Notes
Administrative Guide
Get Support
View or Request License Keys
Description
Choose a package to install from the left. Use the links on the right to read documentation, get support, or view relevant SoapBox web sites.
All Rights Reserved Coversant, Inc.
Proxy Settings for Download

1. Select the **SoapBox Server 2005 SR2** Option.

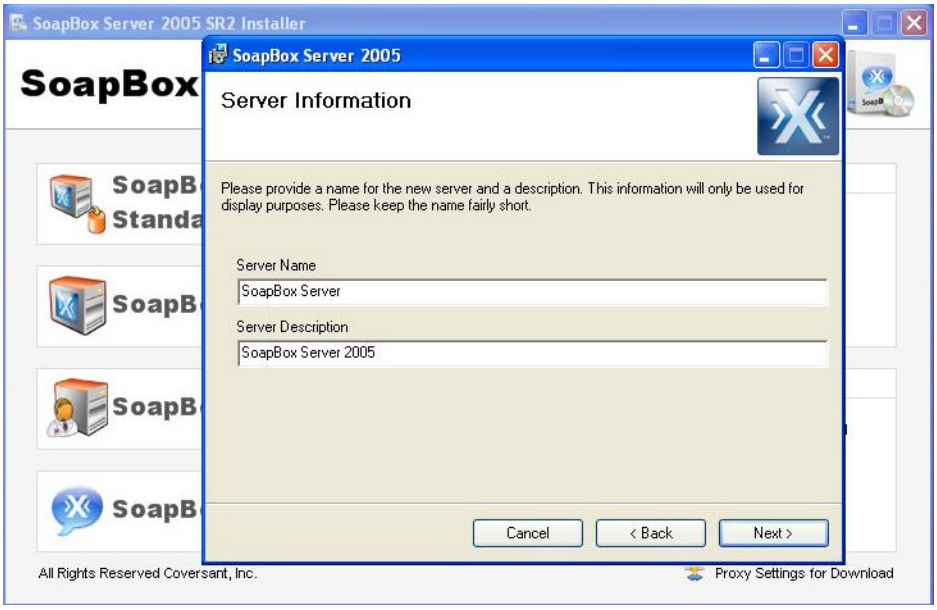
SoapBox Server 2005 SR2 Installer
SoapBox Server 2005
License Agreement
Please take a moment to read the license agreement now. If you accept the terms below, click "I Agree", then "Next". Otherwise click "Cancel".
END-USER LICENSE AGREEMENT
SERVER LICENSE FOR COVERSANT SOAPBOX SERVER PRODUCTS
IMPORTANT-READ CAREFULLY: This End-User License Agreement ("EULA") is a legal agreement between you (either an individual or a single entity) and Coversant, Inc. for the software product identified above, which includes computer software and may include associated media, printed materials, and "online" or electronic documentation ("Product"). An amendment or addendum to this EULA may accompany the Product.
YOU AGREE TO BE BOUND BY THE TERMS OF THIS EULA BY
I Do Not Agree
I Agree
Cancel
< Back
Next >

2. After accepting the END-USER LICENSE AGREEMENT, click on **Next**.

## 2.1.1 Server Information

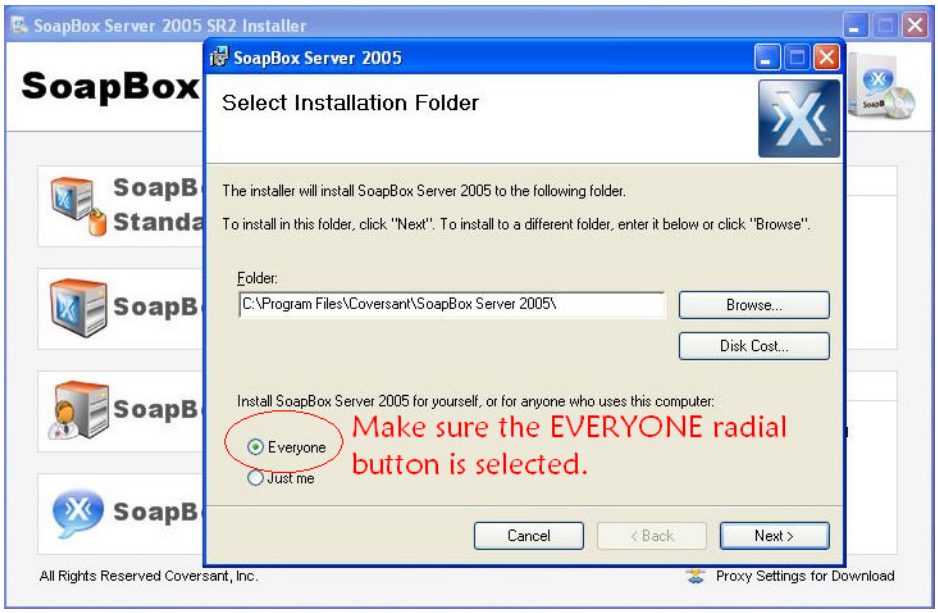



1. Enter *Name* and *Organization*.

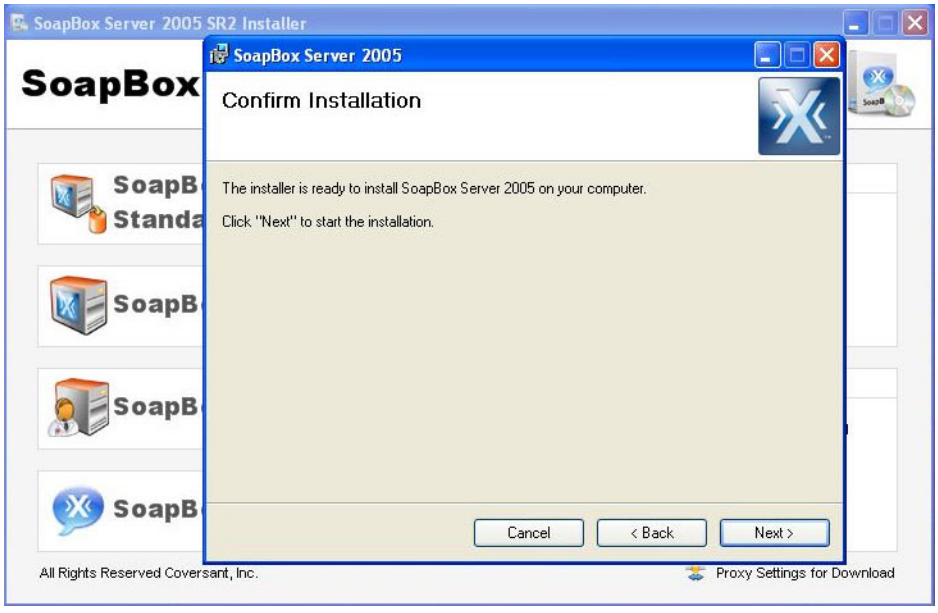

SoapBox Server 2005 SR2 Installer
SoapBox
SoapBox Server 2005
Server Information
Please provide a name for the new server and a description. This information will only be used for display purposes. Please keep the name fairly short.
Server Name
SoapBox Server
Server Description
SoapBox Server 2005
Cancel
< Back
Next >
All Rights Reserved Coversant, Inc.
Proxy Settings for Download

2. Enter *Server Name* and *Description*. (Keep defaults for ease of configuration and installation.)

## 2.1.2 Installation Path

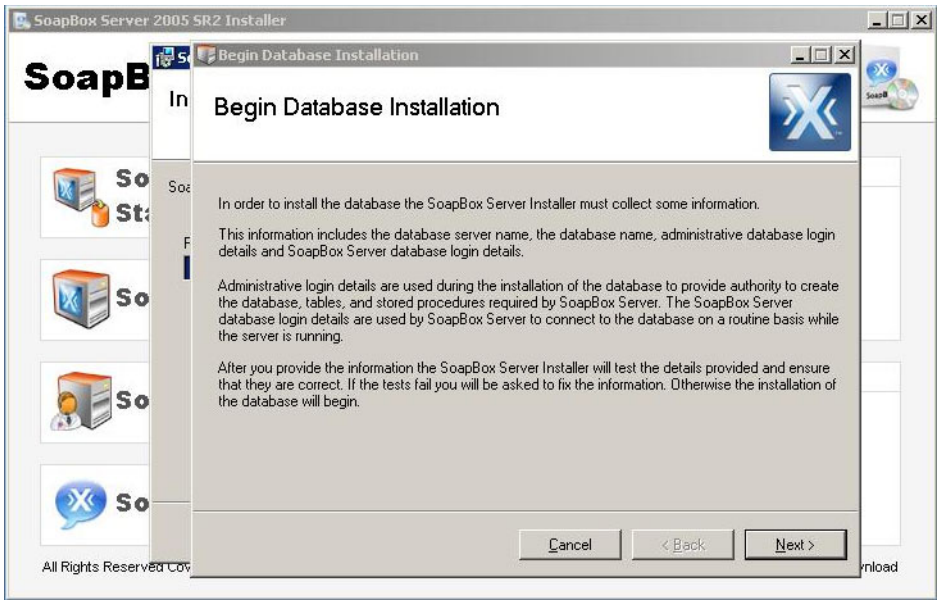

SoapBox Server 2005 SR2 Installer
SoapBox
SoapBox Server 2005
Select Installation Folder
The installer will install SoapBox Server 2005 to the following folder.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
Folder:
C:\Program Files\Coversant\SoapBox Server 2005\
Browse...
Disk Cost...
Install SoapBox Server 2005 for yourself, or for anyone who uses this computer:
Everyone
Just me
Make sure the EVERYONE radial button is selected.
Cancel
< Back
Next >
All Rights Reserved Coversant, Inc.
Proxy Settings for Download

1. Select the **Everyone** radial button.

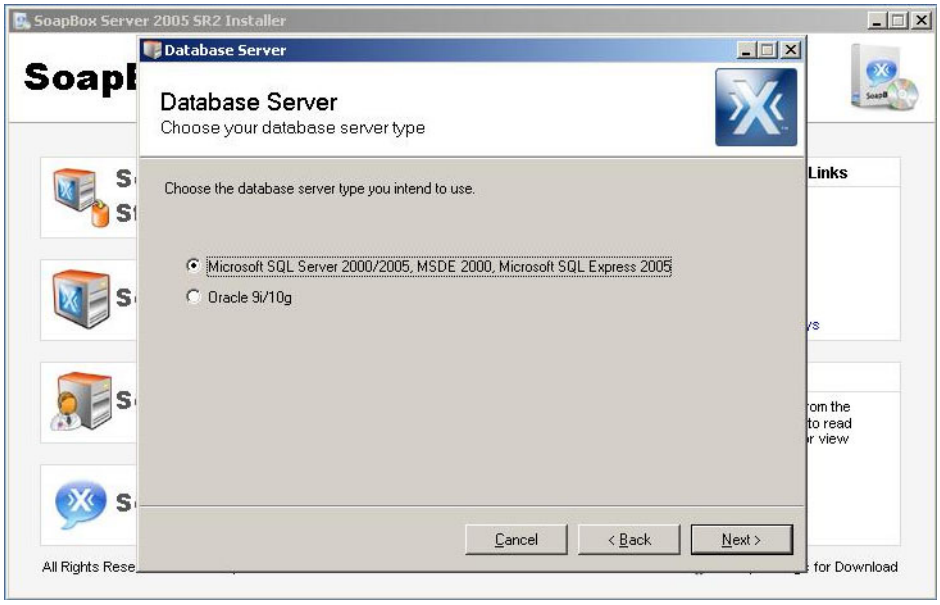

SoapBox Server 2005 SR2 Installer
SoapBox
SoapBox Server 2005
Confirm Installation
The installer is ready to install SoapBox Server 2005 on your computer.
Click "Next" to start the installation.
Cancel
< Back
Next >
All Rights Reserved Coversant, Inc.
Proxy Settings for Download

2. Click on **Next** to install the SoapBox components on your server.

## 2.1.3 Database Installation

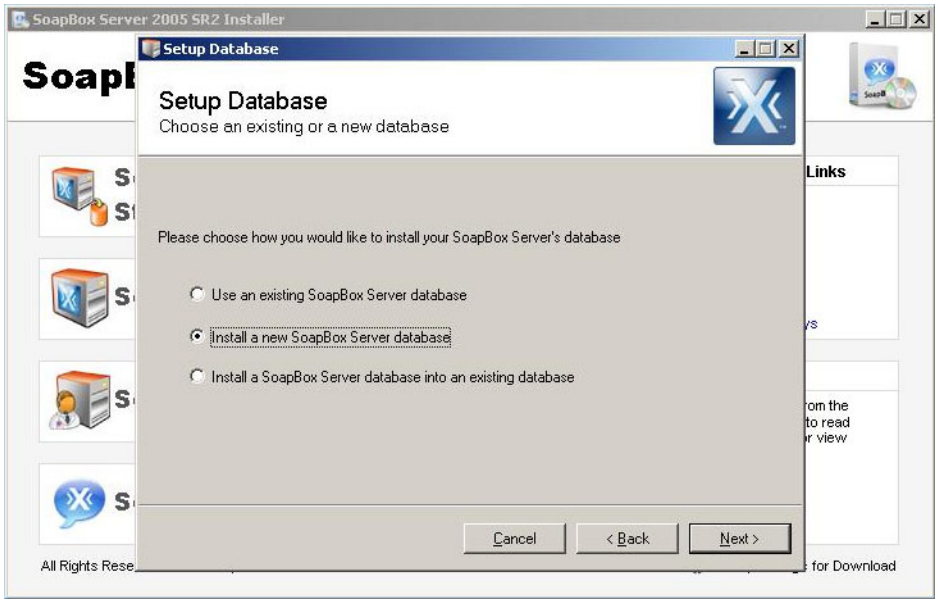

SoapBox Server 2005 SR2 Installer
Begin Database Installation
Begin Database Installation
In order to install the database the SoapBox Server Installer must collect some information.
This information includes the database server name, the database name, administrative database login details and SoapBox Server database login details.
Administrative login details are used during the installation of the database to provide authority to create the database, tables, and stored procedures required by SoapBox Server. The SoapBox Server database login details are used by SoapBox Server to connect to the database on a routine basis while the server is running.
After you provide the information the SoapBox Server Installer will test the details provided and ensure that they are correct. If the tests fail you will be asked to fix the information. Otherwise the installation of the database will begin.
Cancel
< Back
Next >

1. Gather the SQL information outlined in "MS SQL Installation" on page 5 to configure PTX Connect.

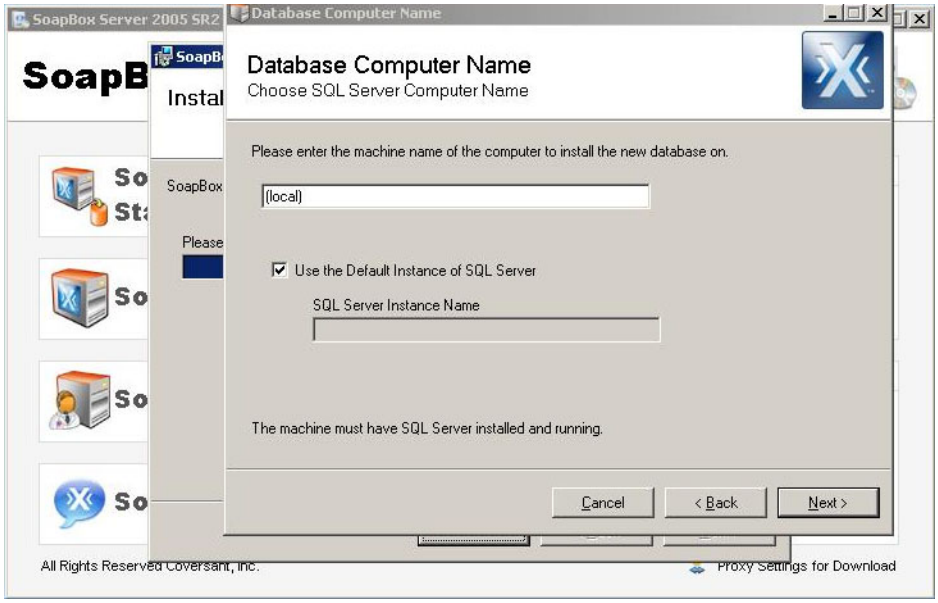

SoapBox Server 2005 SR2 Installer
Database Server
Database Server
Choose your database server type
Choose the database server type you intend to use.
Microsoft SQL Server 2000/2005, MSDE 2000, Microsoft SQL Express 2005
Oracle 9i/10g
Cancel
< Back
Next >

2. Select the **Microsoft SQL** option. (PTX Connect does not currently support Oracle.)

## 2.1.4 Database Name


SoapBox Server 2005 SR2 Installer
Setup Database
Setup Database
Choose an existing or a new database
Please choose how you would like to install your SoapBox Server's database
Use an existing SoapBox Server database
Install a new SoapBox Server database
Install a SoapBox Server database into an existing database
Cancel
< Back
Next >
Links

1. Select the **Install a new SoapBox Server database** option.


SoapBox Server 2005 SR2
Database Computer Name
Database Computer Name
Choose SQL Server Computer Name
Please enter the machine name of the computer to install the new database on.
(local)
Use the Default Instance of SQL Server
SQL Server Instance Name
The machine must have SQL Server installed and running.
Cancel
< Back
Next >
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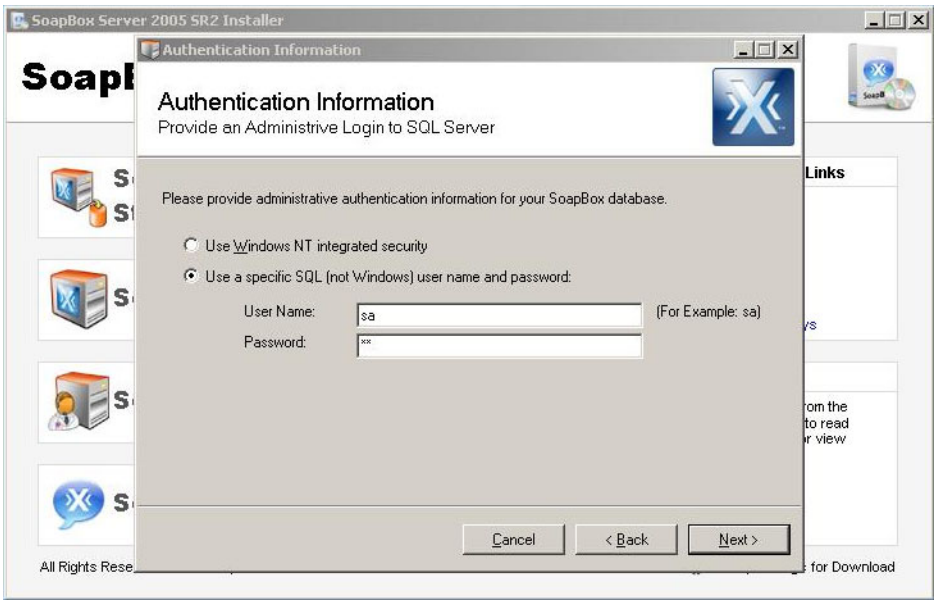
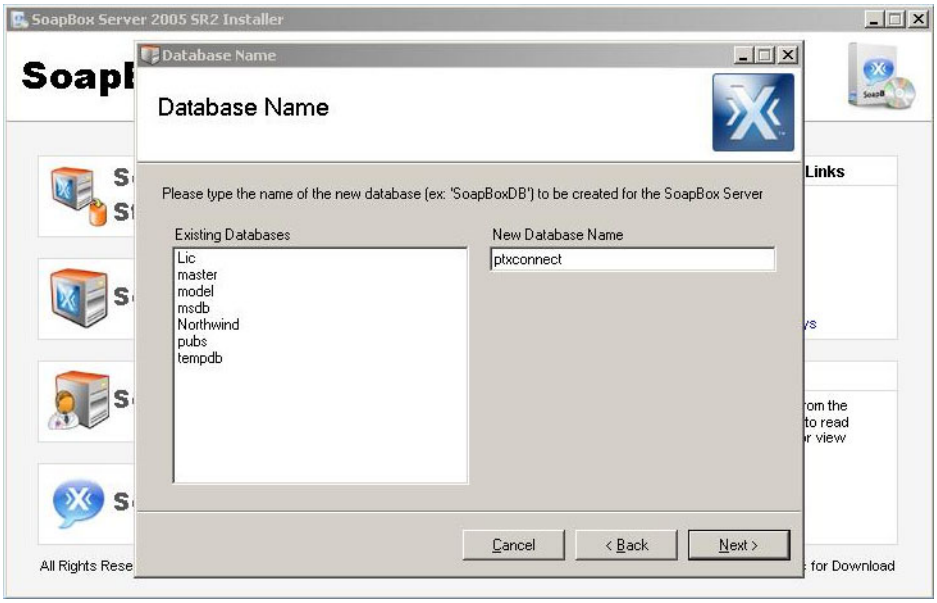
2. If your SQL Server is installed on the same machine as PTX Connect, accept the default settings. If the SQL Server is not installed on the same machine, make the appropriate changes to specify the machine name on which the SQL Server is running, and provide an *Instance Name* if you have more than one instance of SQL Server running on that machine.

## 2.1.5 Database Authentication




1. Select the **Use a specific SQL...** option and enter the MS SQL User Name and Password as noted in “MS SQL Installation” on page 5.

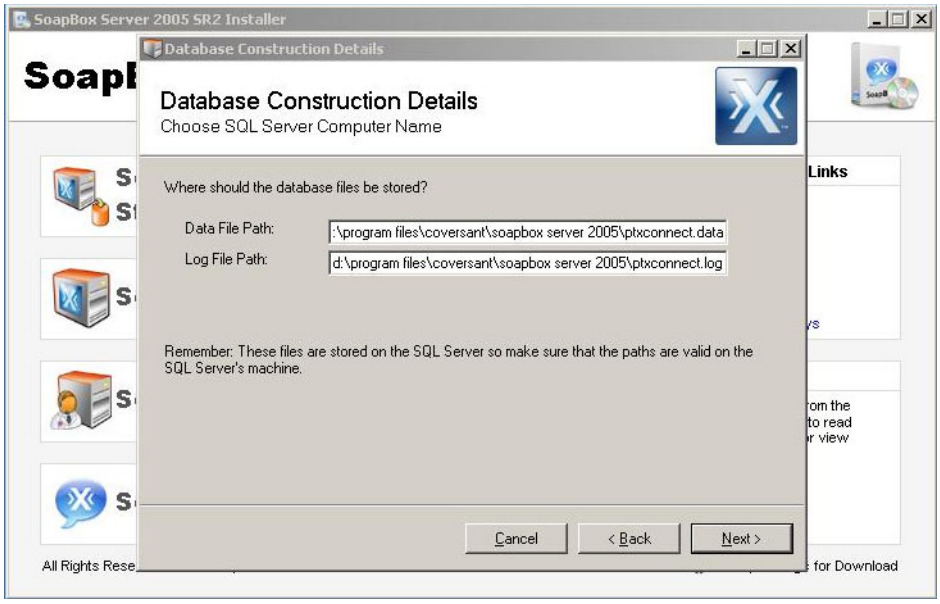



2. Enter “ptxconnect” as your *Database Name*. You can enter any name but, for ease of installation and configuration, use these recommended settings.

## 2.1.6 Database Path

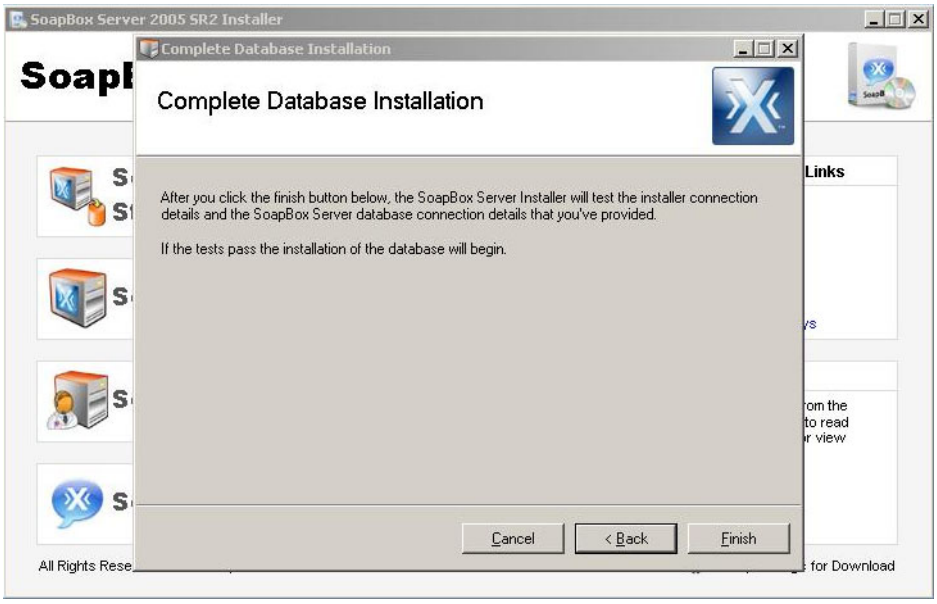
SoapBox Server 2005 SR2 Installer
Authentication Information
Authentication Information
Provide Login Details for SoapBox Server to Connect to the Database
Please provide the login that the SoapBox Server service should use to connect to the database.
Use Windows NT integrated security
Use a specific SQL (not Windows) user name and password:
User Name:
sa
(For Example: sa)
Password:
Cancel
< Back
Next >
Links
All Rights Rese
for Download

1. Select the **Use a specific SQL...** option and enter the MS SQL User Name and Password as noted in “Database Authentication,” Step 1 on page 15, and in “MS SQL Installation” on page 5.


SoapBox Server 2005 SR2 Installer
Database Construction Details
Database Construction Details
Choose SQL Server Computer Name
Where should the database files be stored?
Data File Path:
:\program files\coversant\soapbox server 2005\ptxconnect.data
Log File Path:
d:\program files\coversant\soapbox server 2005\ptxconnect.log
Remember: These files are stored on the SQL Server so make sure that the paths are valid on the SQL Server's machine.
Cancel
< Back
Next >
Links
All Rights Rese
for Download

2. Keep the default paths. You may change the path if necessary.

## 2.1.7 Database Configuration


SoapBox Server 2005 SR2 Installer
Complete Database Installation
Complete Database Installation
After you click the finish button below, the SoapBox Server Installer will test the installer connection details and the SoapBox Server database connection details that you've provided.
If the tests pass the installation of the database will begin.
Cancel
< Back
Finish
Links

1. Select **Finish**. You will get a message that says “Database is Being Created”. It may take some time for your database to be created. Please wait until prompted to continue.

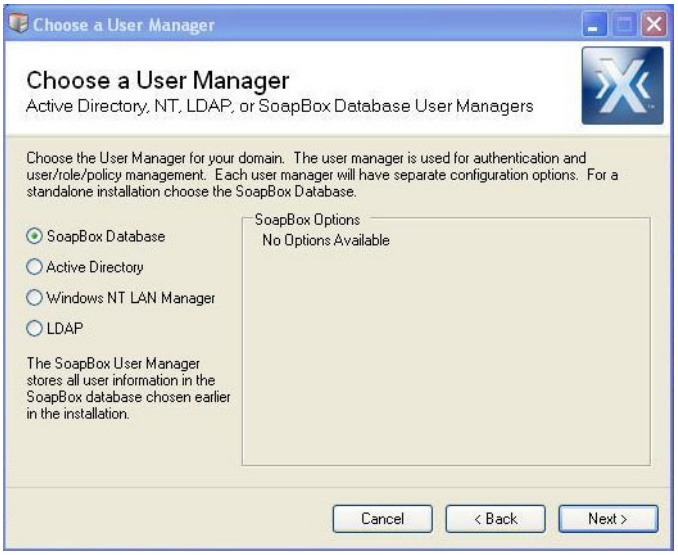
2. Select **Local System**.

## 2.1.8 Domain Name And User Manager

Domain Name
Domain Name
Please provide the domain identifier for your server. This is the domain that will be present on your user id. For example, if you choose "coversant.net" here the administrator user id will be "SoapBoxAdmin@coversant.net". You can add additional domains at a later time by editing the Configuration.xml file in the installation directory.
Domain:
ptxconnect.com
Example: coversant.net
Note: If you are installing this on a development workstation and only have a base server license and development license, you must use localhost. If this is a trial or production installation you may use whatever domain you'd like.
Cancel
< Back
Next >

1. Enter the domain name “ptxconnect.com”. You may name it anything you wish, but it is recommended that you keep the factory defaults for ease of installation and configuration. Make sure you keep a note of this if you change it. You will need the domain later to configure your PTX Connect hand-held software's XML File.

***Important:*** ***Please refer to the PTX Connect Server Installation Manual for information on DNS configuration for this domain.***


Choose a User Manager
Choose a User Manager
Active Directory, NT, LDAP, or SoapBox Database User Managers
Choose the User Manager for your domain. The user manager is used for authentication and user/role/policy management. Each user manager will have separate configuration options. For a standalone installation choose the SoapBox Database.
SoapBox Database
Active Directory
Windows NT LAN Manager
LDAP
The SoapBox User Manager stores all user information in the SoapBox database chosen earlier in the installation.
SoapBox Options
No Options Available
Cancel
< Back
Next >

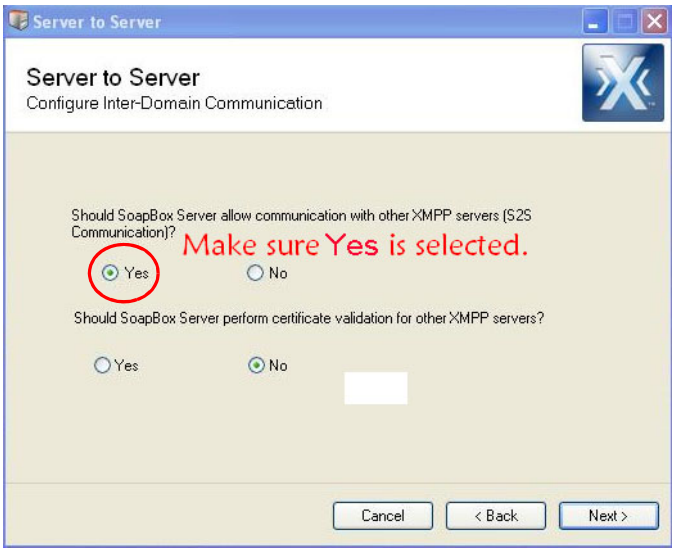
2. Select **SoapBox Database**. For other settings, please refer to page 29 of the *PTX Connect Server Installation Manual*.

## 2.1.9 Administrator Password

Configure an Administrator
Configure an Administrator
The SoapBox Server uses a role/policy based security model. In order to administer your server we need to setup an administrator account (SoapBoxAdmin). This is analogous to the "sa" account in SQL Server. The SoapBoxAdmin is allowed to manage user accounts, view all data transmitted, run reports, and manage policies.
Account Details
User Name:
SoapBoxAdmin
Password:
Confirm:
Role Name:
Administrator
* Make sure the password for this user is very secure.
Cancel
< Back
Next >

1. Enter a *Password* for the SoapBox Administrator Console. Remember this password since you will need it again when you try to configure your server.

## 2.1.10 Database Options

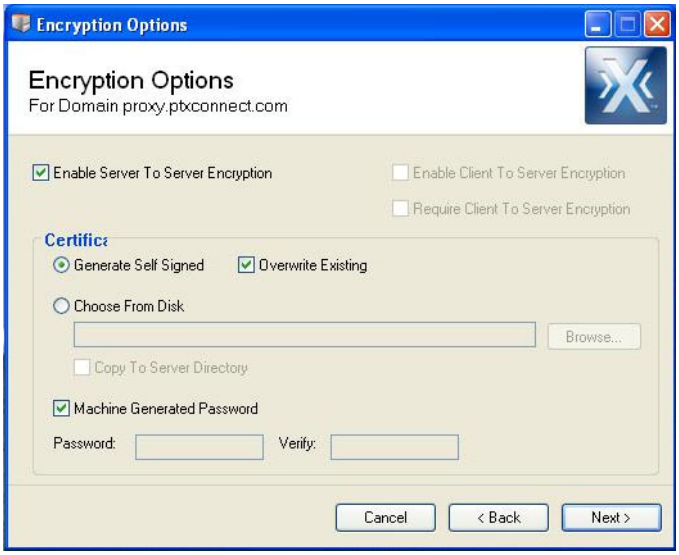



1. Make sure the example matches your installation settings.

2. Make sure the example settings match your installation settings. These are the defaults.

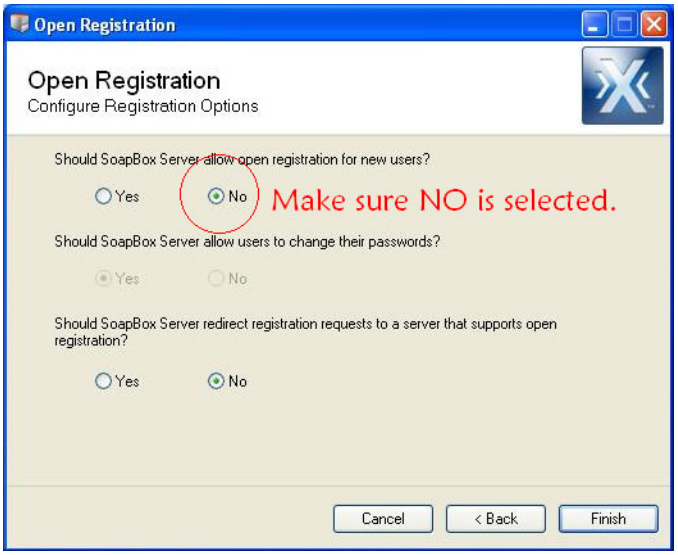
3. Make sure the example settings match your installation settings. These are the defaults.

4. Make sure the example settings match your installation settings. These are the defaults.

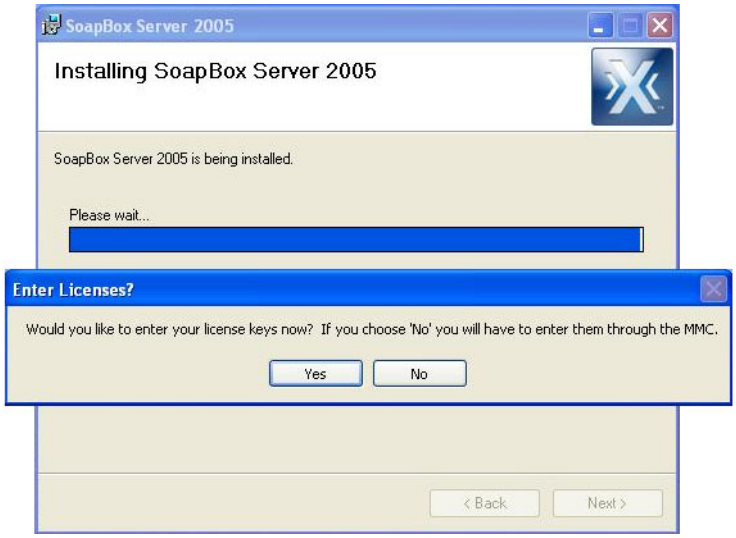



5. Make sure the example settings match your installation settings. These are the defaults.

# 2.1.11 License Registration



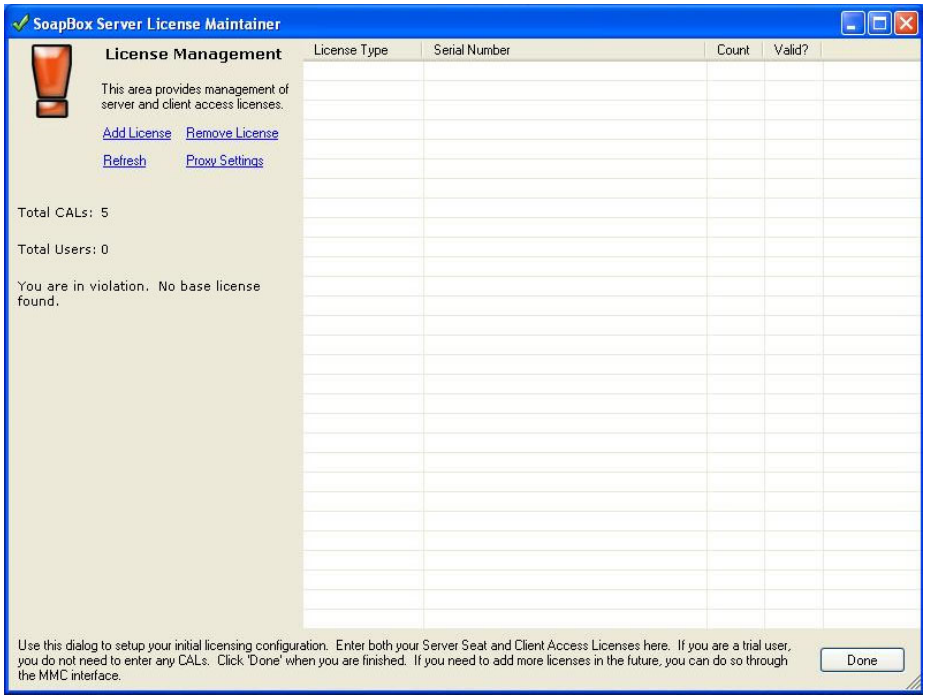

1. Make sure the example settings match your installation settings.


SoapBox Server 2005
Installing SoapBox Server 2005
SoapBox Server 2005 is being installed.
Please wait...
Enter Licenses?
Would you like to enter your license keys now? If you choose 'No' you will have to enter them through the MMC.
Yes
No
< Back
Next >

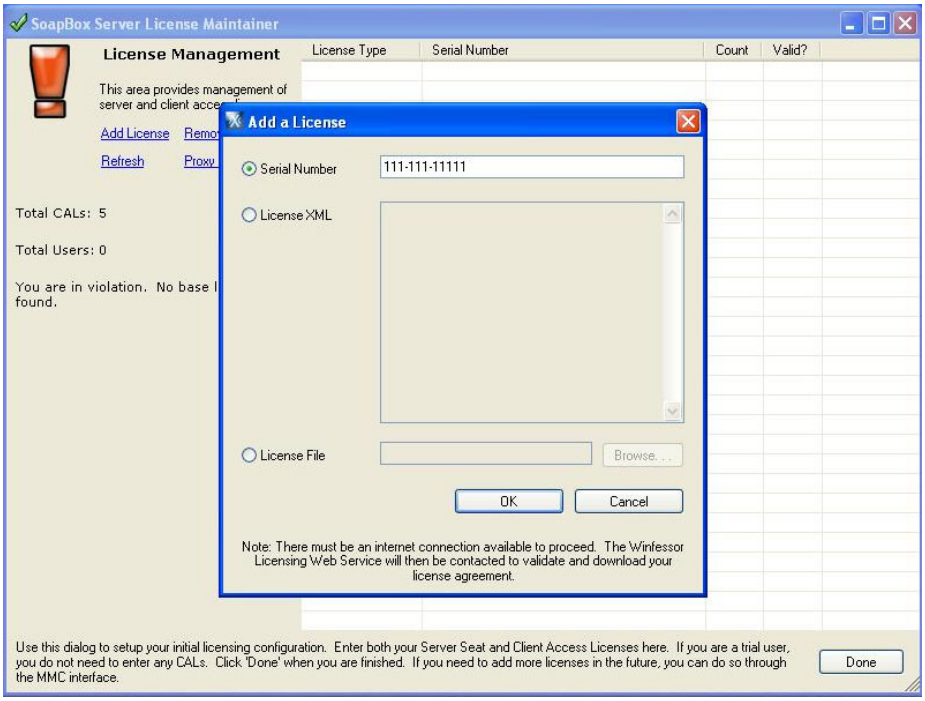
2. Select **Yes** to enter the license keys.

SoapBox Server 2005
Installing SoapBox Server 2005
Login to the SoapBox Server
Enter the username and password of an administrative user. If you are using the SoapBox Database User Manager enter the password for SoapBoxAdmin. If you are using a different User Manager, enter the username and password of a user in the administrative role chosen during setup.
Username:
SoapBoxAdmin
Example: Administrator
Password:
OK
Cancel
< Back
Next >

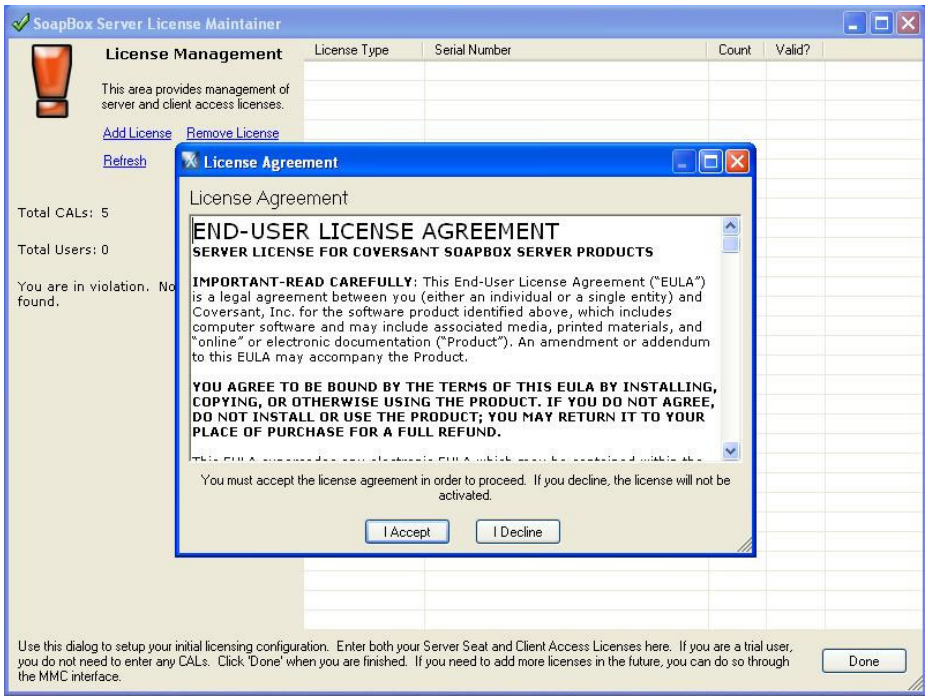
3. Keep the *Username* as the default (**SoapBoxAdmin**), but enter the *Password* you selected in Section 2.1.9 on page 19 when you set up an Administrator password.


SoapBox Server License Maintainer
License Management
This area provides management of server and client access licenses.
Add License
Remove License
Refresh
Proxy Settings
Total CALs: 5
Total Users: 0
You are in violation. No base license found.
License Type
Serial Number
Count
Valid?
Use this dialog to setup your initial licensing configuration. Enter both your Server Seat and Client Access Licenses here. If you are a trial user, you do not need to enter any CALs. Click 'Done' when you are finished. If you need to add more licenses in the future, you can do so through the MMC interface.
Done

4. Click on **Add License**, then follow the next Step.

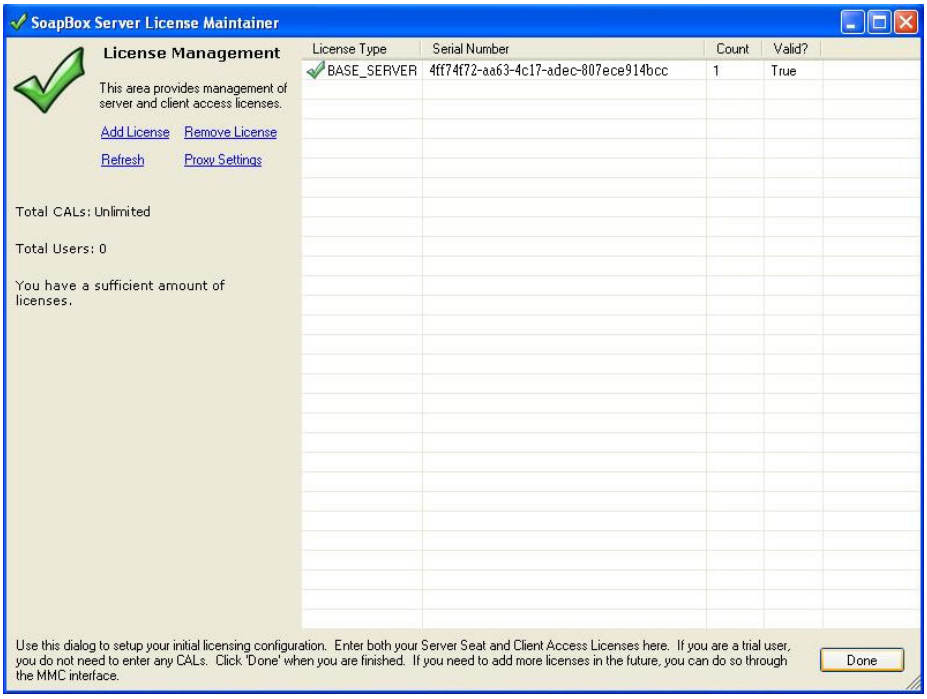

SoapBox Server License Maintainer
License Management
This area provides management of server and client acce
Add License
Refresh
Total CALs: 5
Total Users: 0
You are in violation. No base l found.
License Type
Serial Number
Count
Valid?
Add a License
Serial Number
111-111-11111
License XML
License File
Browse...
OK
Cancel
Note: There must be an internet connection available to proceed. The Winfessor Licensing Web Service will then be contacted to validate and download your license agreement.
Use this dialog to setup your initial licensing configuration. Enter both your Server Seat and Client Access Licenses here. If you are a trial user, you do not need to enter any CALs. Click 'Done' when you are finished. If you need to add more licenses in the future, you can do so through the MMC interface.
Done

5. Enter the following base license key: **4ff74f72-aa63-4c17-adec-807ece914bcc**.

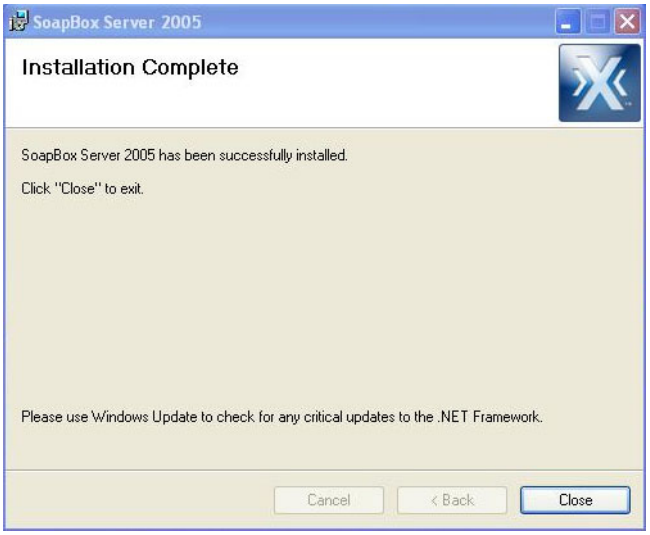

SoapBox Server License Maintainer
License Management
This area provides management of server and client access licenses.
Add License
Remove License
Refresh
Total CALs: 5
Total Users: 0
You are in violation. No found.
License Type
Serial Number
Count
Valid?
License Agreement
License Agreement
END-USER LICENSE AGREEMENT
SERVER LICENSE FOR COVERSANT SOAPBOX SERVER PRODUCTS
IMPORTANT-READ CAREFULLY: This End-User License Agreement ("EULA") is a legal agreement between you (either an individual or a single entity) and Coversant, Inc. for the software product identified above, which includes computer software and may include associated media, printed materials, and "online" or electronic documentation ("Product"). An amendment or addendum to this EULA may accompany the Product.
YOU AGREE TO BE BOUND BY THE TERMS OF THIS EULA BY INSTALLING, COPYING, OR OTHERWISE USING THE PRODUCT. IF YOU DO NOT AGREE, DO NOT INSTALL OR USE THE PRODUCT; YOU MAY RETURN IT TO YOUR PLACE OF PURCHASE FOR A FULL REFUND.
You must accept the license agreement in order to proceed. If you decline, the license will not be activated.
I Accept
I Decline
Use this dialog to setup your initial licensing configuration. Enter both your Server Seat and Client Access Licenses here. If you are a trial user, you do not need to enter any CALs. Click 'Done' when you are finished. If you need to add more licenses in the future, you can do so through the MMC interface.
Done

6. After accepting the END-USER LICENSE AGREEMENT, click on **Done**.

## 2.1.12 Enterprise Installation Complete


SoapBox Server License Maintainer
License Management
This area provides management of server and client access licenses.
Add License
Remove License
Refresh
Proxy Settings
Total CALs: Unlimited
Total Users: 0
You have a sufficient amount of licenses.
License Type
Serial Number
Count
Valid?
BASE_SERVER
4ff74f72-aa63-4c17-adec-807ece914bcc
1
True
Use this dialog to setup your initial licensing configuration. Enter both your Server Seat and Client Access Licenses here. If you are a trial user, you do not need to enter any CALs. Click 'Done' when you are finished. If you need to add more licenses in the future, you can do so through the MMC interface.
Done

1. After you have entered your base server key, click on **Done**. Proceed to completing the Enterprise Installation, and refer to Chapter 9: “License Management” for further information.


SoapBox Server 2005
Installation Complete
SoapBox Server 2005 has been successfully installed.
Click "Close" to exit.
Please use Windows Update to check for any critical updates to the .NET Framework.
Cancel
< Back
Close

2. Click on **Close** to complete the installation of PTX Connect Enterprise Server.

# 2.2 Installing The MMC

The SoapBox Microsoft Management Console (MMC) is the central location where most administrative tasks are performed (for detailed information, please refer to the *PTX Connect Server Administrative Manual*). The MMC allows the administrator to manage users and groups within the SoapBox console. Follow the steps to install MMC for PTX Connect.

SoapBox Server 2005 SR2 Installer
SoapBox Server 2005 SR2 Installer
SoapBox Server 2005 SR2 Standalone
SoapBox Server 2005 SR2
SoapBox Server 2005 SR2 MMC
SoapBox Client
Documentation and Links
Installation Guide
Release Notes
Administrative Guide
Get Support
View or Request License Keys
Description
Choose a package to install from the left. Use the links on the right to read documentation, get support, or view relevant SoapBox web sites.
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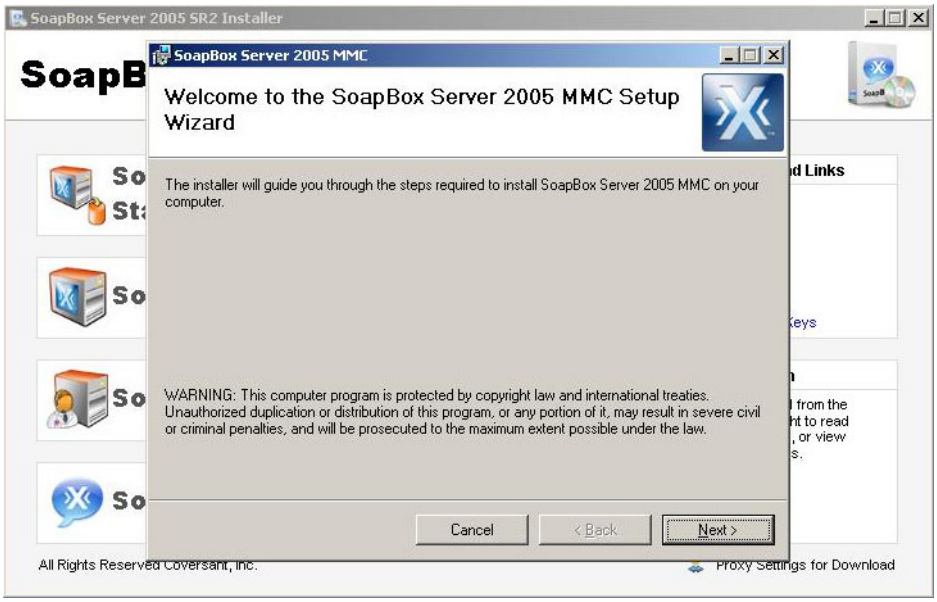
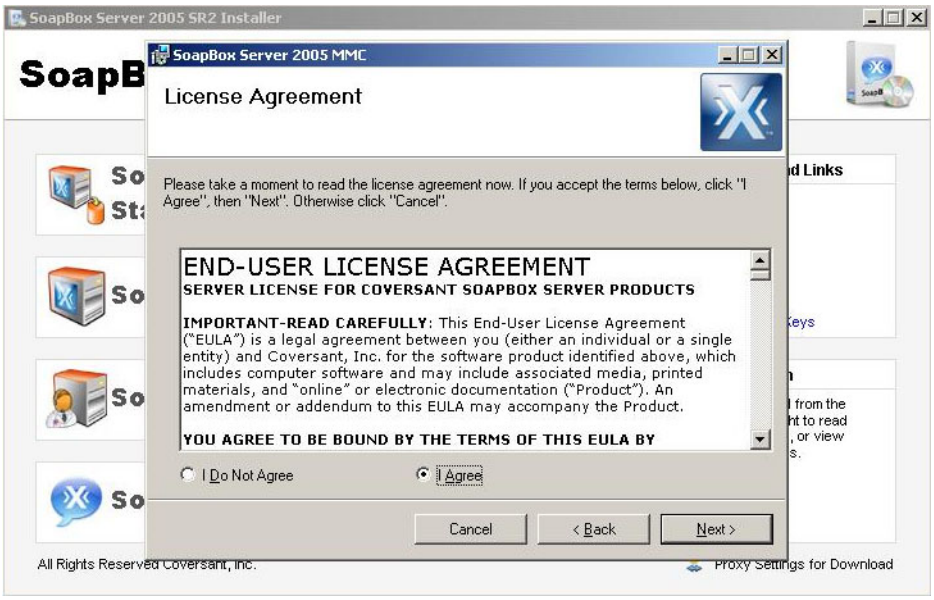
Proxy Settings for Download

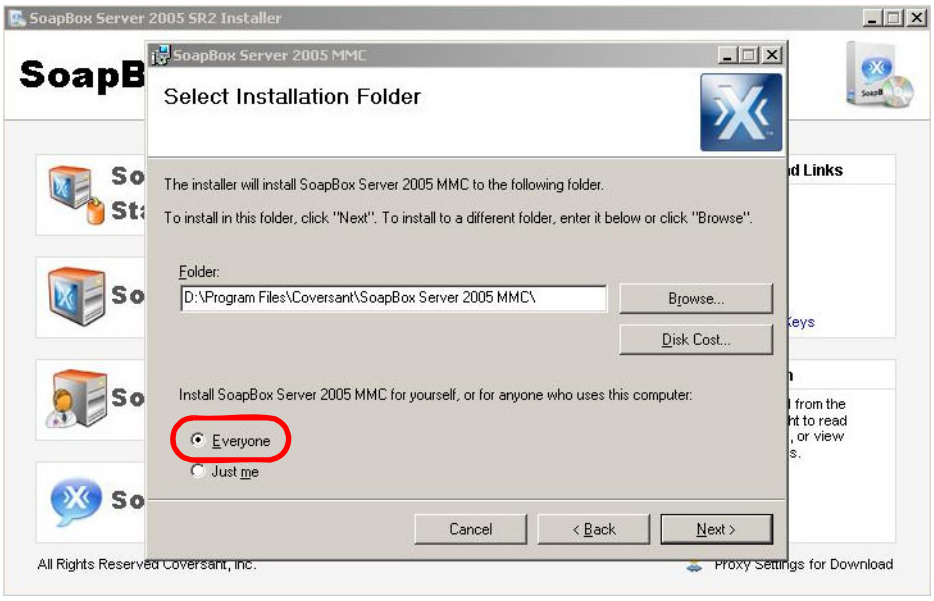
1. Select the MMC installer.


SoapBox Server 2005 SR2 Installer
SoapBox Server 2005 MMC
Welcome to the SoapBox Server 2005 MMC Setup Wizard
The installer will guide you through the steps required to install SoapBox Server 2005 MMC on your computer.
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Cancel
< Back
Next >
All Rights Reserved Coversant, Inc.
Proxy Settings for Download

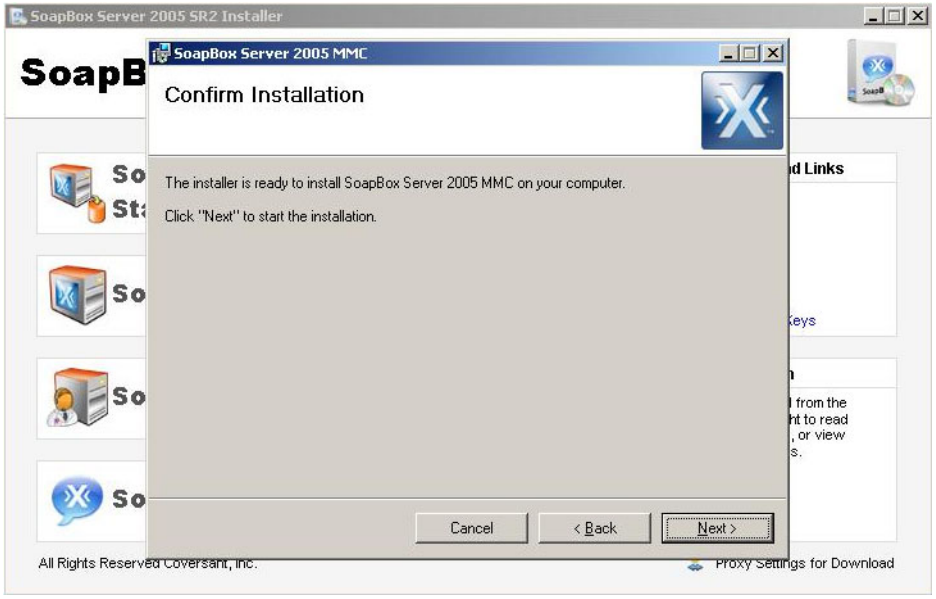
2. Click on **Next** to begin installing the MMC.


SoapBox Server 2005 SR2 Installer
SoapBox Server 2005 MMC
License Agreement
Please take a moment to read the license agreement now. If you accept the terms below, click "I Agree", then "Next". Otherwise click "Cancel".
END-USER LICENSE AGREEMENT
SERVER LICENSE FOR COVERSANT SOAPBOX SERVER PRODUCTS
IMPORTANT-READ CAREFULLY: This End-User License Agreement ("EULA") is a legal agreement between you (either an individual or a single entity) and Coversant, Inc. for the software product identified above, which includes computer software and may include associated media, printed materials, and "online" or electronic documentation ("Product"). An amendment or addendum to this EULA may accompany the Product.
YOU AGREE TO BE BOUND BY THE TERMS OF THIS EULA BY
I Do Not Agree
I Agree
Cancel
< Back
Next >
All Rights Reserved Coversant, Inc.
Proxy Settings for Download

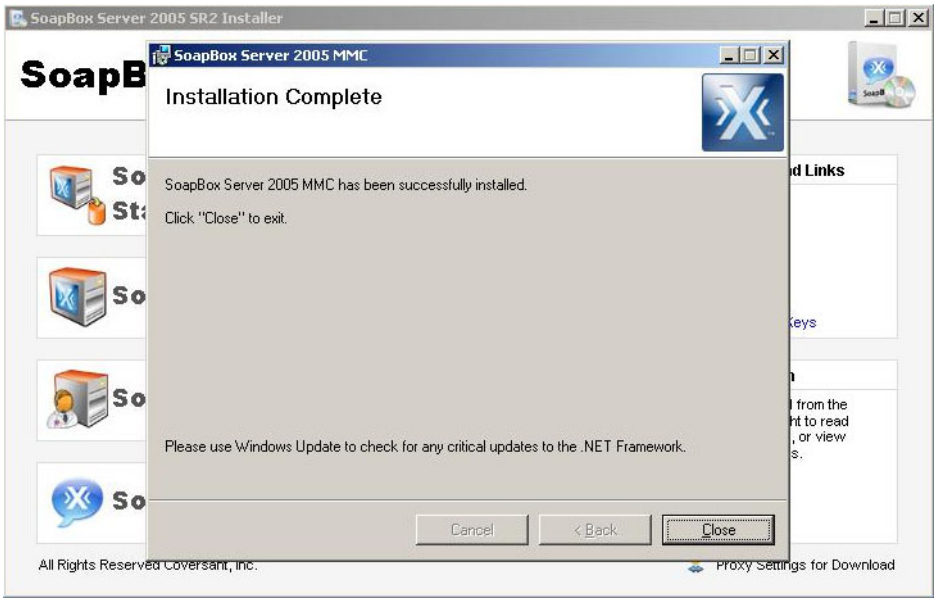
3. Once you have read the END-USER LICENSE AGREEMENT, select **I Agree** and click on **Next**.


SoapBox Server 2005 SR2 Installer
SoapBox Server 2005 MMC
Select Installation Folder
The installer will install SoapBox Server 2005 MMC to the following folder.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
Folder:
D:\Program Files\Coversant\SoapBox Server 2005 MMC\
Browse...
Disk Cost...
Install SoapBox Server 2005 MMC for yourself, or for anyone who uses this computer:
Everyone
Just me
Cancel
< Back
Next >
All Rights Reserved Coversant, Inc.
Proxy Settings for Download

4. Select **Everyone** and click on **Next**.


SoapBox Server 2005 SR2 Installer
SoapBox Server 2005 MMC
Confirm Installation
The installer is ready to install SoapBox Server 2005 MMC on your computer.
Click "Next" to start the installation.
Cancel
< Back
Next >
All Rights Reserved Coversant, Inc.
Proxy Settings for Download

5. Click on **Next** to start the installation.

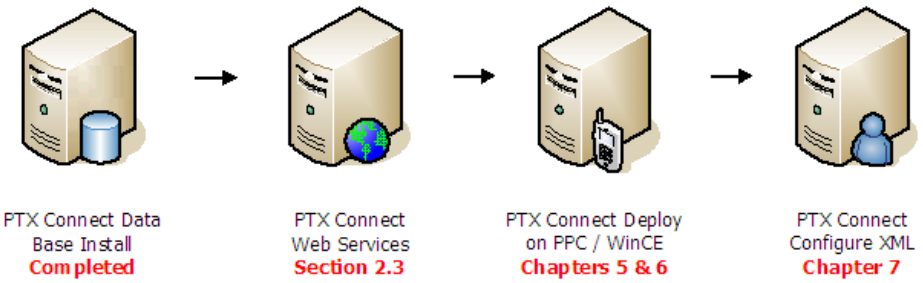

SoapBox Server 2005 SR2 Installer
SoapBox Server 2005 MMC
Installation Complete
SoapBox Server 2005 MMC has been successfully installed.
Click "Close" to exit.
Please use Windows Update to check for any critical updates to the .NET Framework.
Cancel
< Back
Close
All Rights Reserved Coversant, Inc.
Proxy Settings for Download

6. Click on **Close** to complete the MMC installation.

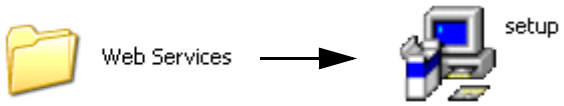
We will be using the MMC to add and manage users and groups in Chapter 3: “Installing The Commercial Server”.

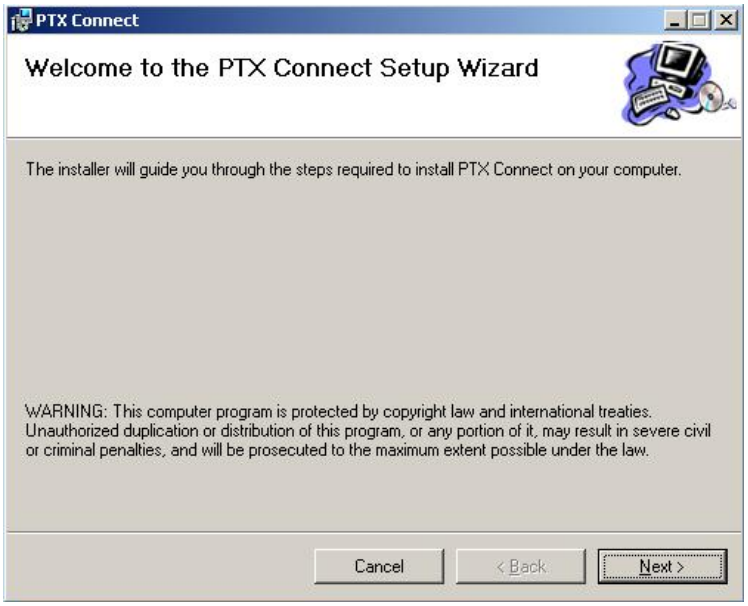
# 2.3 Installing PTX Connect Web Services

We have successfully installed and connected the database portion of PTX Connect onto the server. We will now take a step by step installation guide to installing the web services portion of PTX Connect.

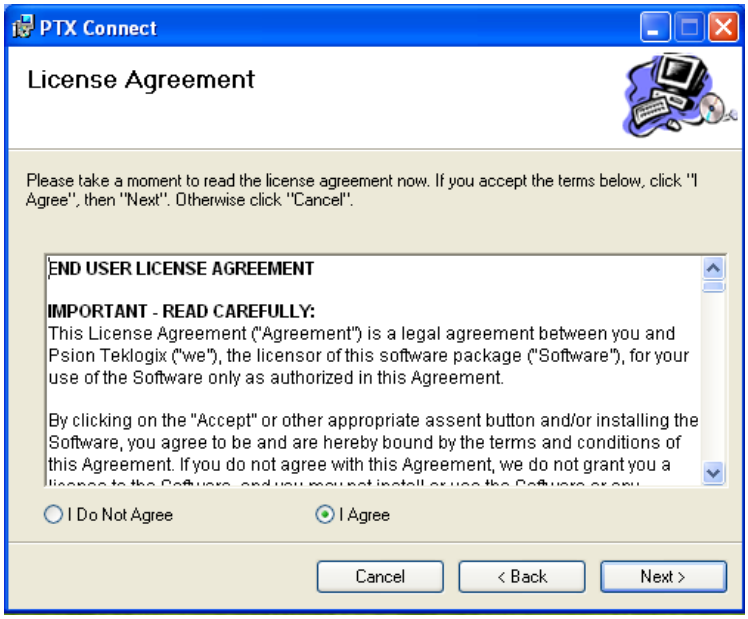



1. Open the folder called *Web Install* and then click on the **Setup** icon to launch the Web Services installation. Then follow the steps below.

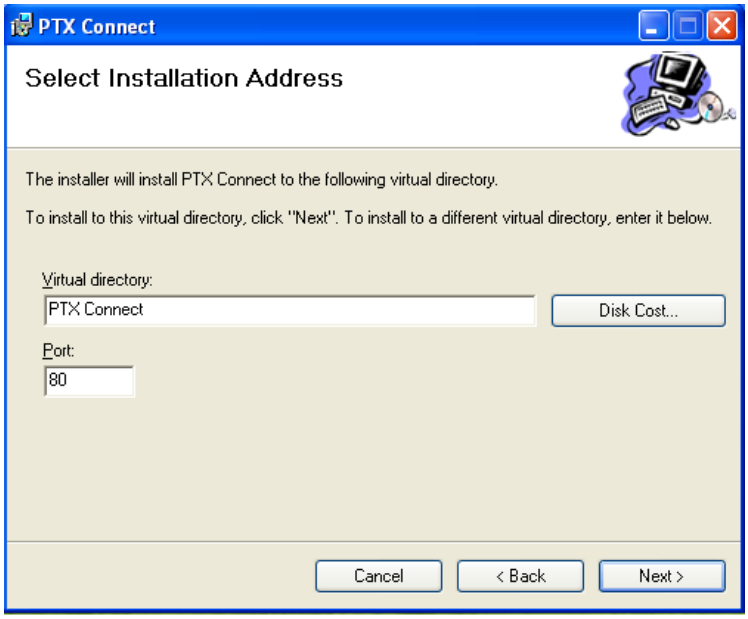




PTX Connect
Welcome to the PTX Connect Setup Wizard
The installer will guide you through the steps required to install PTX Connect on your computer.
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Cancel
< Back
Next >

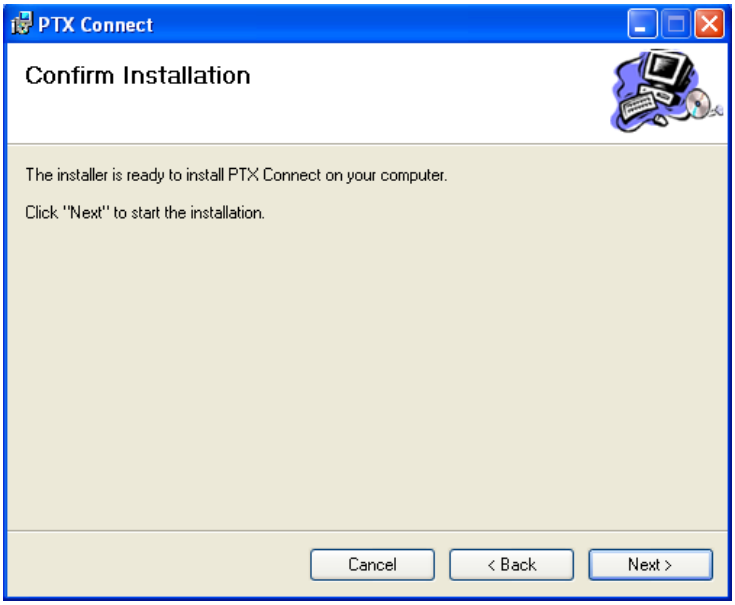
2. Click on **Next** to proceed with the Web Services Installation for Enterprise Server.


PTX Connect
License Agreement
Please take a moment to read the license agreement now. If you accept the terms below, click "I Agree", then "Next". Otherwise click "Cancel".
END USER LICENSE AGREEMENT
IMPORTANT - READ CAREFULLY:
This License Agreement ("Agreement") is a legal agreement between you and Psion Teklogix ("we"), the licensor of this software package ("Software"), for your use of the Software only as authorized in this Agreement.
By clicking on the "Accept" or other appropriate assent button and/or installing the Software, you agree to be and are hereby bound by the terms and conditions of this Agreement. If you do not agree with this Agreement, we do not grant you a
I Do Not Agree
I Agree
Cancel
< Back
Next >

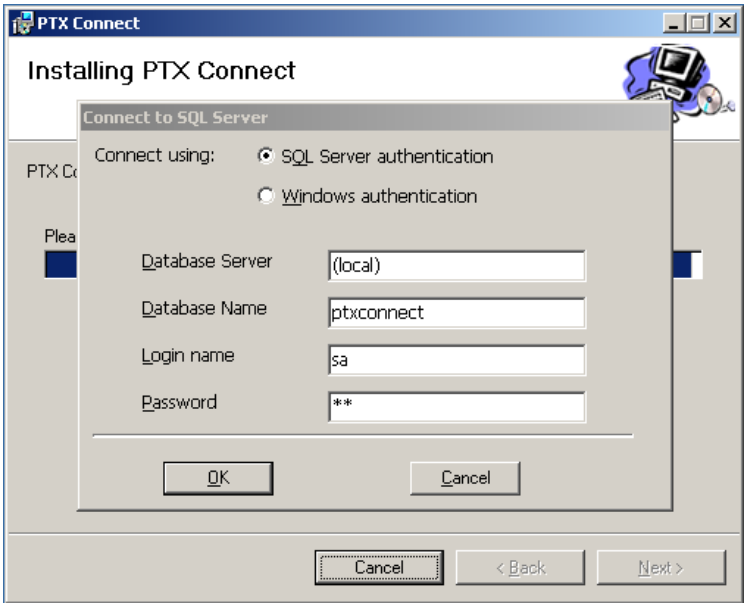
3. Upon accepting the END-USER LICENSE AGREEMENT, click on **Next**.


PTX Connect
Select Installation Address
The installer will install PTX Connect to the following virtual directory.
To install to this virtual directory, click "Next". To install to a different virtual directory, enter it below.
Virtual directory:
PTX Connect
Disk Cost...
Port:
80
Cancel
< Back
Next >

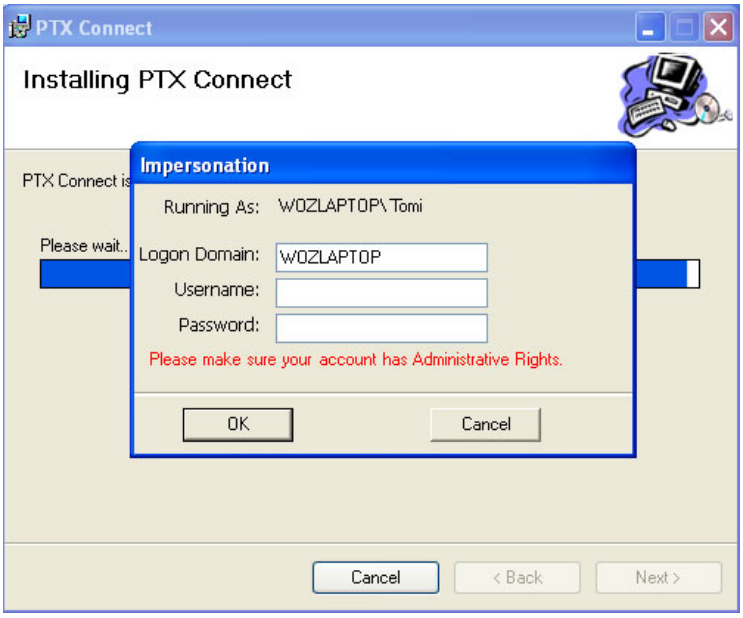
4. Select a *Virtual Directory* to install into. (Accept defaults.) Click on **Next**. If you change your Virtual Directory to something other than “PTX Connect”, you will need to keep a note of it and use it when configuring your XML files in Chapter 7: “Configuring The XML File”.


PTX Connect
Confirm Installation
The installer is ready to install PTX Connect on your computer.
Click "Next" to start the installation.
Cancel
< Back
Next >

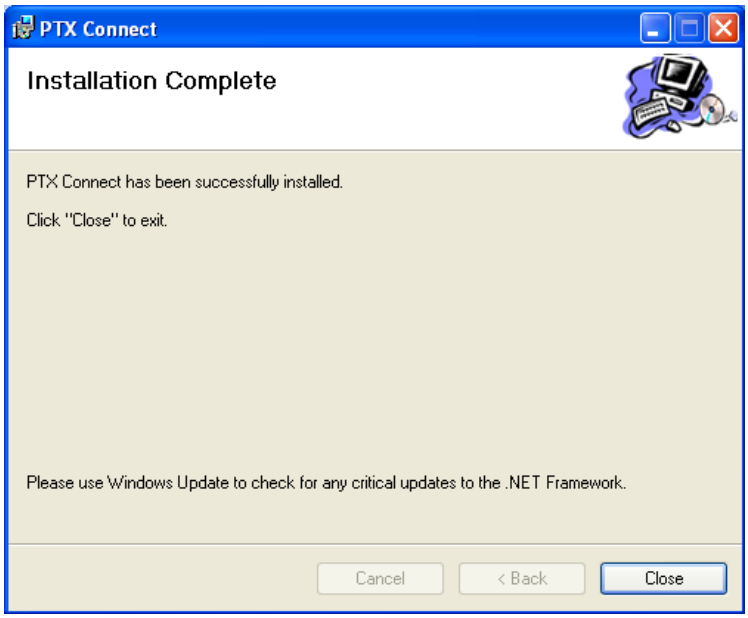
5. Click on **Next** to continue.




6. Enter the appropriate information as shown for SQL Server Authentication. For SQL Server with Windows Authentication, refer to "PTX Connect Web Services", Step 5 on page 53.




7. Enter a *Username* and *Password* for an account that has ADMINISTRATIVE rights in Windows. The Logon Domain will be pre-populated with the domain of your current logged-in user. You may need to change your domain as well, but it is not likely (if you are not sure, contact your System Administrator).


PTX Connect
Installation Complete
PTX Connect has been successfully installed.
Click "Close" to exit.
Please use Windows Update to check for any critical updates to the .NET Framework.
Cancel
< Back
Close

8. Click on **Close** to complete installation, and then **Restart** your computer.

# INSTALLING THE COMMERCIAL SERVER 3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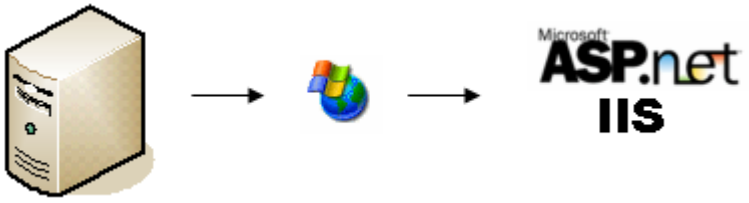
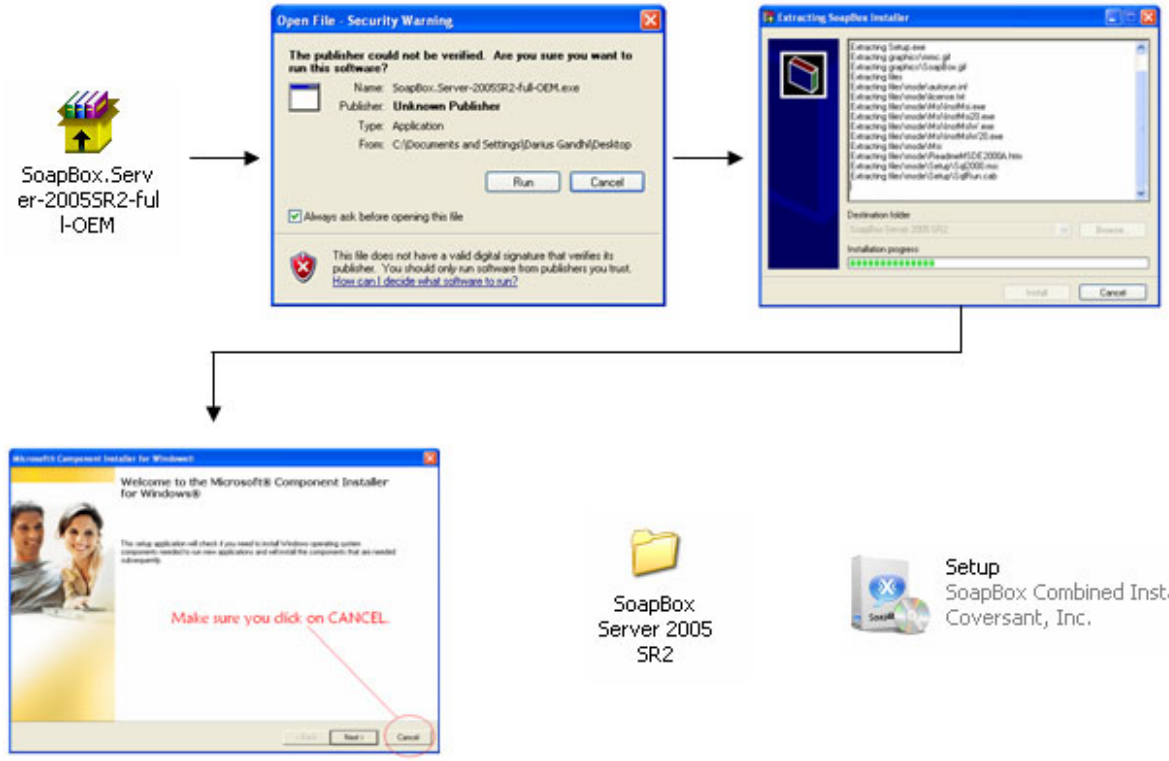
3.3 PTX Connect Web Services . . . . . 50

# 3.1 Step By Step Commercial Installation

Make sure your server has all of the latest security and patch updates from Microsoft. More than likely, your server should have IIS and ASP.NET installed on your system. If it does not, you will need to install these two components onto the server, followed by installing PTX Connect Commercial Server.




After you have installed your prerequisites, we will walk you through installing PTX Connect Commercial edition.


SoapBox.Server-2005SR2-full-OEM
Open File - Security Warning
The publisher could not be verified. Are you sure you want to run this software?
Name: SoapBox.Server-2005SR2-full-OEM.exe
Publisher: Unknown Publisher
Type: Application
From: C:\Documents and Settings\Darius Gandhi\Desktop
Run
Cancel
Always ask before opening this file
This file does not have a valid digital signature that verifies its publisher. You should only run software from publishers you trust.
How can I decide what software to run?
Extracting SoapBox Installer
Welcome to the Microsoft® Component Installer for Windows®
Make sure you click on CANCEL
SoapBox Server 2005 SR2
Setup
SoapBox Combined Installer
Coversant, Inc.

Double-click on the **Soapbox Server** icon—make sure you click on **Cancel** when the Microsoft Component Installation screen pops up. After you cancel that screen, open the folder **SoapBox Server 2005 SR2** and then double-click on the **Setup** icon.

Proceed to next page.

SoapBox Server 2005 SR2 Installer
SoapBox Server 2005 SR2 Installer
SoapBox Server 2005 SR2 Standalone
SoapBox Server 2005 SR2
SoapBox Server 2005 SR2 MMC
SoapBox Client
Documentation and Links
Installation Guide
Release Notes
Administrative Guide
Get Support
View or Request License Keys
Description
Choose a package to install from the left. Use the links on the right to read documentation, get support, or view relevant SoapBox web sites.
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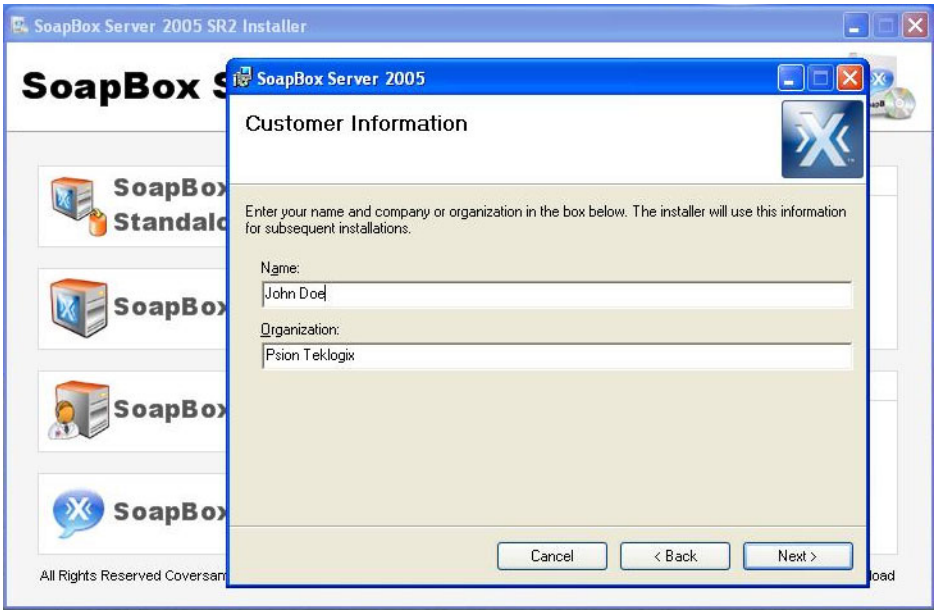
Proxy Settings for Download

1. Click on **SoapBox Server 2005 SR2 Standalone** to install PTX Connect without connecting to MS SQL. MS SQL light (aka MSDE) will be installed in place of MS SQL. This is ONLY recommended for fewer than 10 users using PTX Connect.

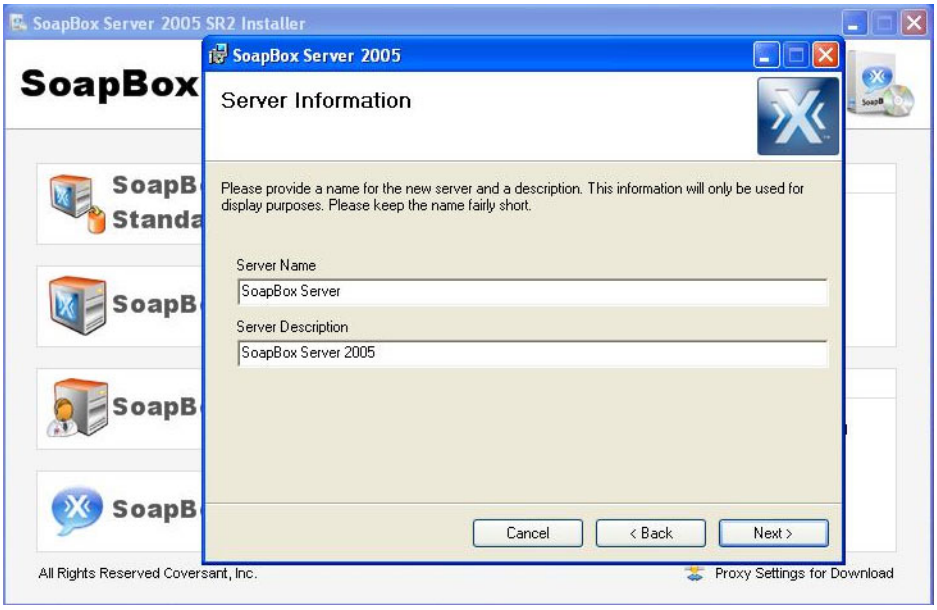
SoapBox Server 2005 SR2 Installer
SoapBox Server 2005
License Agreement
Please take a moment to read the license agreement now. If you accept the terms below, click "I Agree", then "Next". Otherwise click "Cancel".
END-USER LICENSE AGREEMENT
SERVER LICENSE FOR COVERSANT SOAPBOX SERVER PRODUCTS
IMPORTANT-READ CAREFULLY: This End-User License Agreement ("EULA") is a legal agreement between you (either an individual or a single entity) and Coversant, Inc. for the software product identified above, which includes computer software and may include associated media, printed materials, and "online" or electronic documentation ("Product"). An amendment or addendum to this EULA may accompany the Product.
YOU AGREE TO BE BOUND BY THE TERMS OF THIS EULA BY
I Do Not Agree
I Agree
Cancel
< Back
Next >

2. After accepting the END-USER LICENSE AGREEMENT, click on **Next**.

## 3.1.1 Server Information

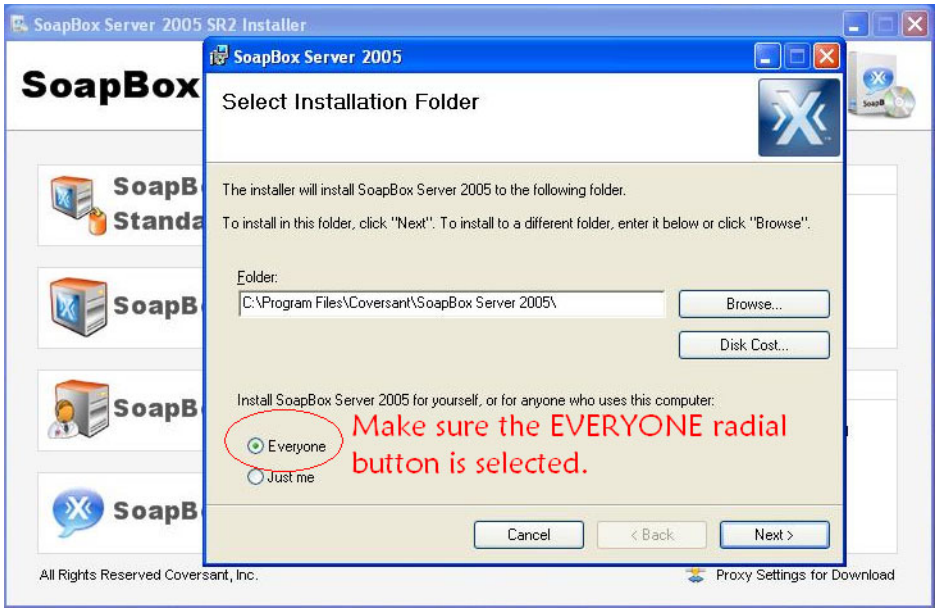



1. Enter *Name* and *Organization*.

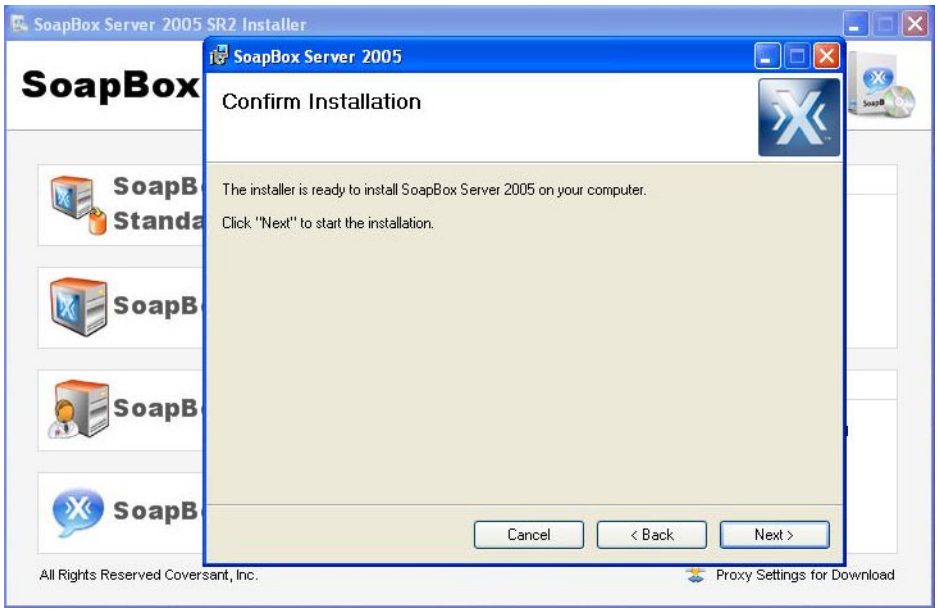

SoapBox Server 2005 SR2 Installer
SoapBox
SoapBox Server 2005
Server Information
Please provide a name for the new server and a description. This information will only be used for display purposes. Please keep the name fairly short.
Server Name
SoapBox Server
Server Description
SoapBox Server 2005
Cancel
< Back
Next >
All Rights Reserved Coversant, Inc.
Proxy Settings for Download

2. Enter *Server Name* and *Description*. (Keep defaults for ease of configuration and installation.)

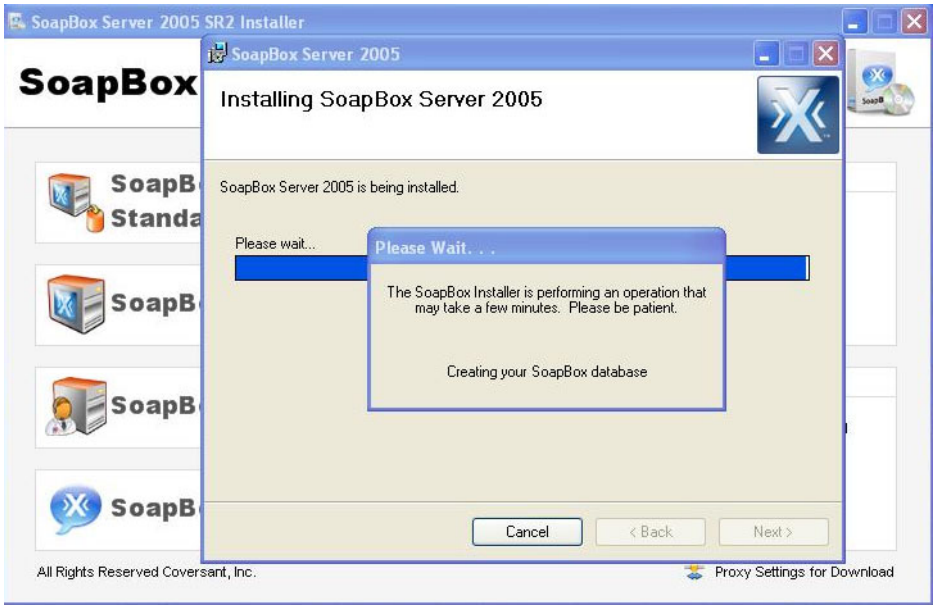
## 3.1.2 Installation Path


SoapBox Server 2005 SR2 Installer
SoapBox
SoapBox Server 2005
Select Installation Folder
The installer will install SoapBox Server 2005 to the following folder.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
Folder:
C:\Program Files\Coversant\SoapBox Server 2005\
Browse...
Disk Cost...
Install SoapBox Server 2005 for yourself, or for anyone who uses this computer:
Everyone
Just me
Make sure the EVERYONE radial button is selected.
Cancel
< Back
Next >
All Rights Reserved Coversant, Inc.
Proxy Settings for Download

1. Select the **Everyone** radial button.


SoapBox Server 2005 SR2 Installer
SoapBox
SoapBox Server 2005
Confirm Installation
The installer is ready to install SoapBox Server 2005 on your computer.
Click "Next" to start the installation.
Cancel
< Back
Next >
All Rights Reserved Coversant, Inc.
Proxy Settings for Download

2. Click on **Next** to install the SoapBox components on your server.


SoapBox Server 2005 SR2 Installer
SoapBox
SoapBox Server 2005
Installing SoapBox Server 2005
SoapBox Server 2005 is being installed.
Please wait...
Please Wait. . .
The SoapBox Installer is performing an operation that may take a few minutes. Please be patient.
Creating your SoapBox database
Cancel
< Back
Next >
All Rights Reserved Coversant, Inc.
Proxy Settings for Download

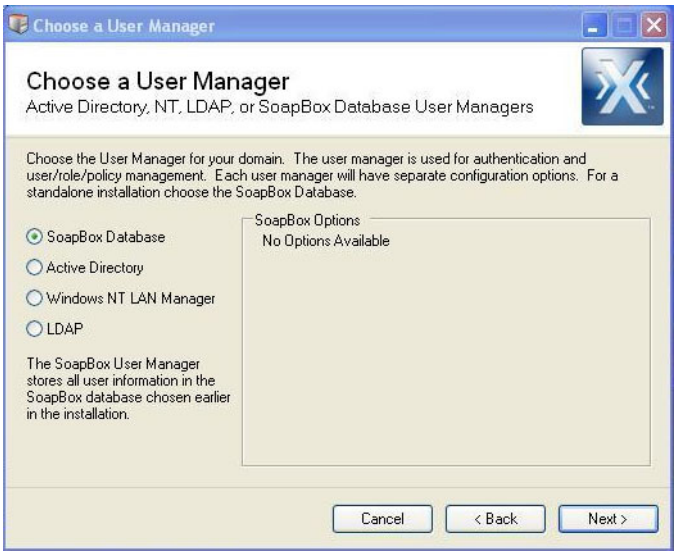
3. MSDE is being installed. Click on **Next** when prompted to do so.

## 3.1.3 Domain Name And User Manager

Domain Name
Domain Name
Please provide the domain identifier for your server. This is the domain that will be present on your user id. For example, if you choose "coversant.net" here the administrator user id will be "SoapBoxAdmin@coversant.net". You can add additional domains at a later time by editing the Configuration.xml file in the installation directory.
Domain:
ptxconnect.com
Example: coversant.net
Note: If you are installing this on a development workstation and only have a base server license and development license, you must use localhost. If this is a trial or production installation you may use whatever domain you'd like.
Cancel
< Back
Next >

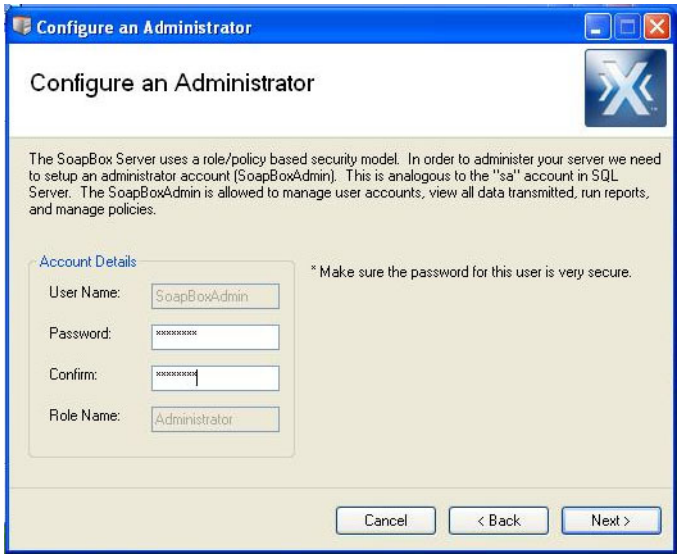
1. Enter the *Domain Name* of PTX Connect. You may name it anything you wish, but is recommended that you keep the factory defaults for ease of installation and configuration.

***Important:*** ***Please refer to the PTX Connect Server Installation Manual for information on DNS configuration for this domain.***


Choose a User Manager
Choose a User Manager
Active Directory, NT, LDAP, or SoapBox Database User Managers
Choose the User Manager for your domain. The user manager is used for authentication and user/role/policy management. Each user manager will have separate configuration options. For a standalone installation choose the SoapBox Database.
SoapBox Database
Active Directory
Windows NT LAN Manager
LDAP
The SoapBox User Manager stores all user information in the SoapBox database chosen earlier in the installation.
SoapBox Options
No Options Available
Cancel
< Back
Next >

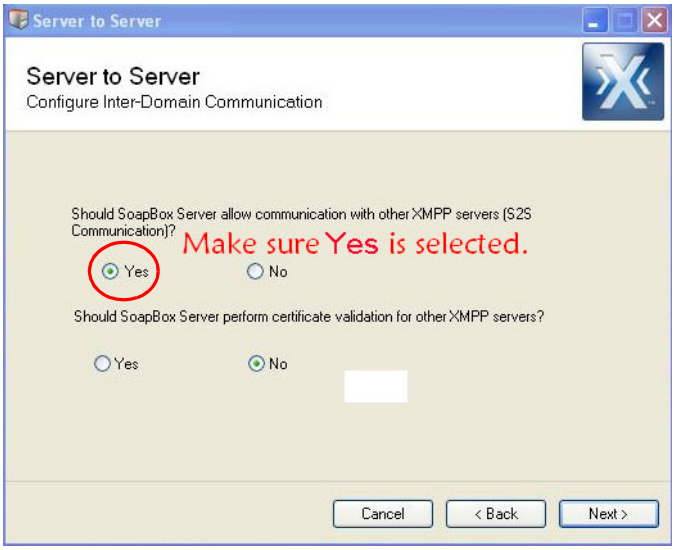
2. Select **SoapBox Database**.

## 3.1.4 Administrator Password


Configure an Administrator
Configure an Administrator
The SoapBox Server uses a role/policy based security model. In order to administer your server we need to setup an administrator account (SoapBoxAdmin). This is analogous to the "sa" account in SQL Server. The SoapBoxAdmin is allowed to manage user accounts, view all data transmitted, run reports, and manage policies.
Account Details
User Name:
SoapBoxAdmin
Password:
Confirm:
Role Name:
Administrator
* Make sure the password for this user is very secure.
Cancel
< Back
Next >

1. Enter a *Password* for the SoapBox Administrator Console.

## 3.1.5 Database Options




1. Make sure the example matches your installation settings.

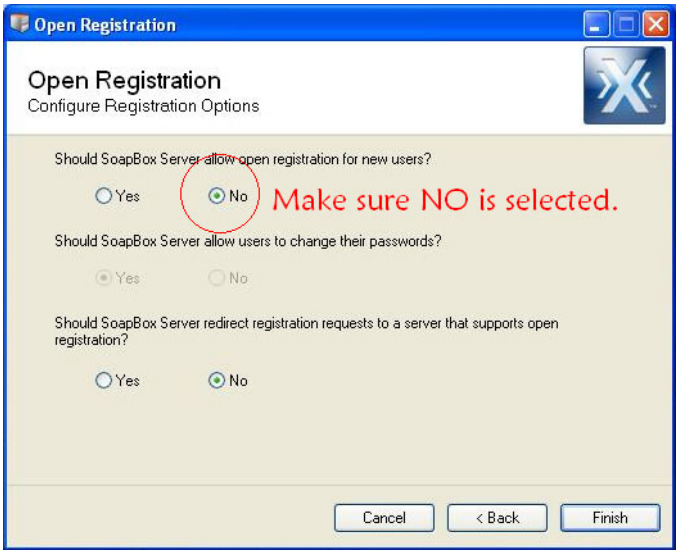
2. Make sure the example settings match your installation settings. These are the defaults.

3. Make sure the example settings match your installation settings. These are the defaults.

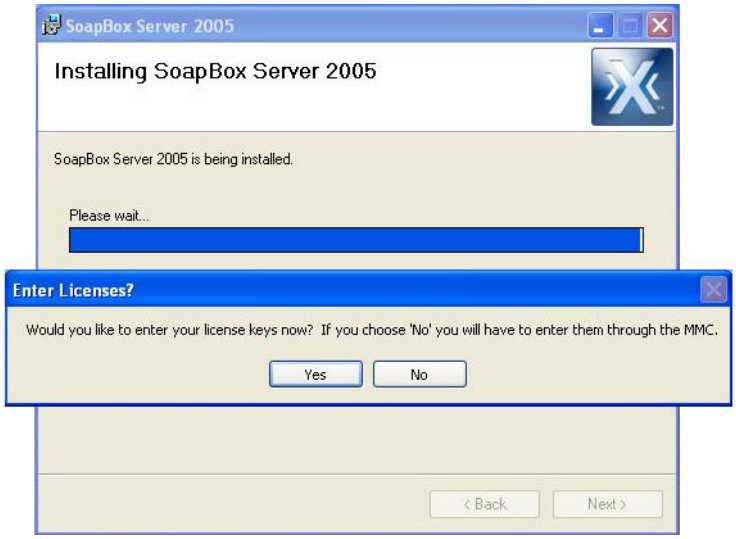
4. Make sure the example settings match your installation settings. These are the defaults.

5. Make sure the example settings match your installation setting. These are the defaults.

## 3.1.6 License Registration



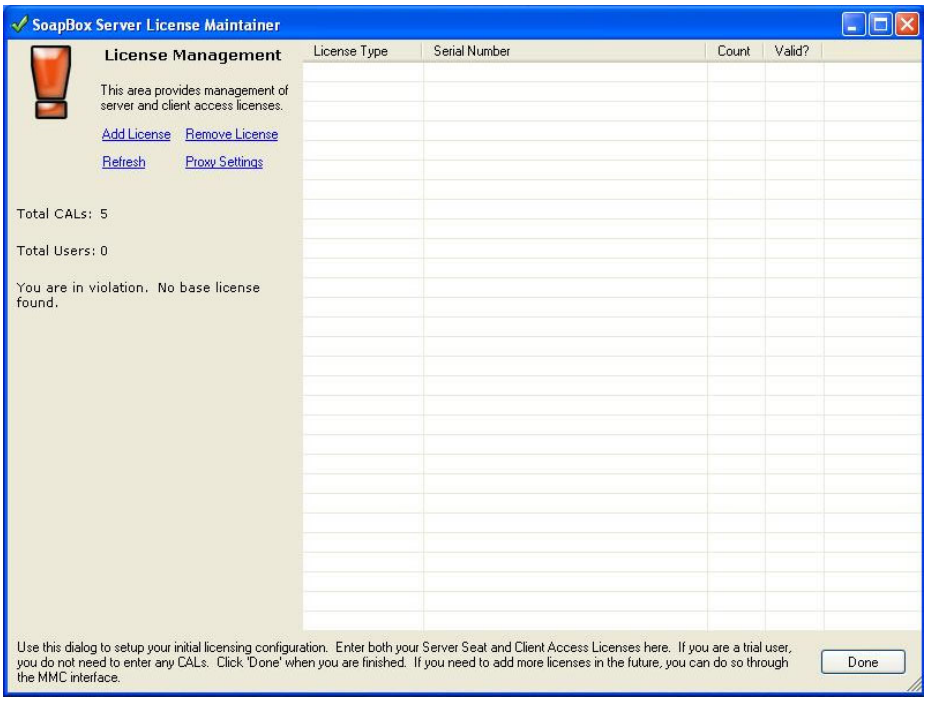

1. Make sure the example settings match your installation setting.


SoapBox Server 2005
Installing SoapBox Server 2005
SoapBox Server 2005 is being installed.
Please wait...
Enter Licenses?
Would you like to enter your license keys now? If you choose 'No' you will have to enter them through the MMC.
Yes
No
< Back
Next >

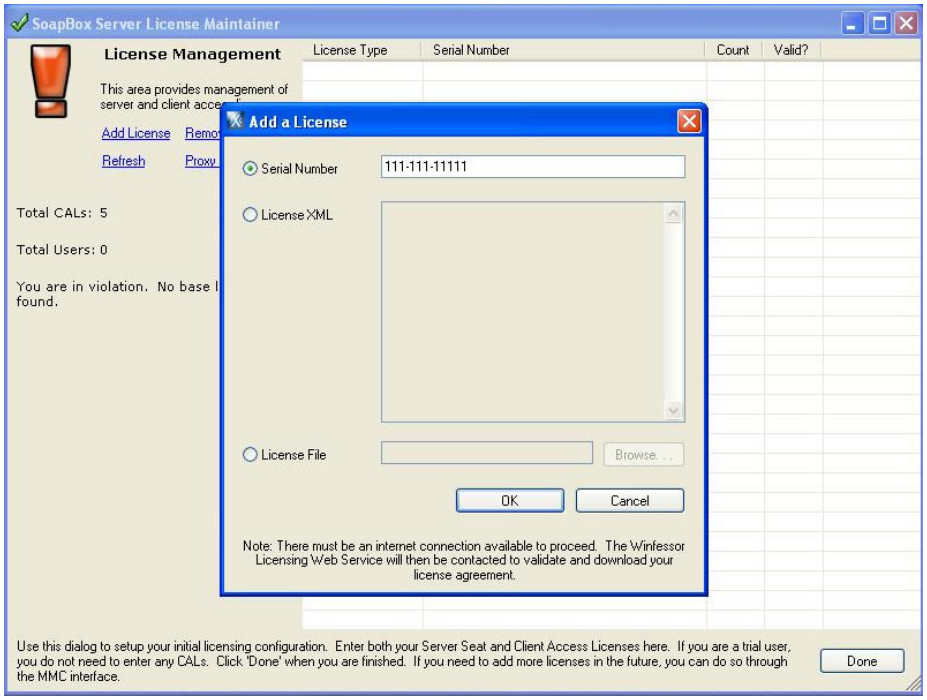
2. Select **Yes** to enter the license keys.

SoapBox Server 2005
Installing SoapBox Server 2005
Login to the SoapBox Server
Enter the username and password of an administrative user. If you are using the SoapBox Database User Manager enter the password for SoapBoxAdmin. If you are using a different User Manager, enter the username and password of a user in the administrative role chosen during setup.
Username:
SoapBoxAdmin
Example: Administrator
Password:
OK
Cancel
< Back
Next >

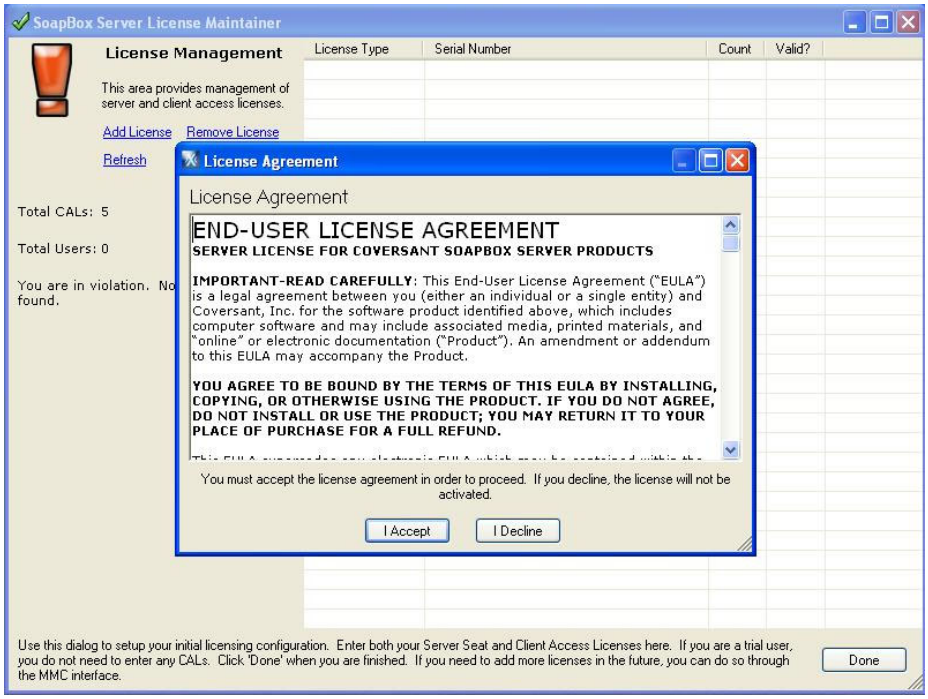
3. Keep the *Username* as the default (**SoapBoxAdmin**), but enter the *Password* you selected in Section 3.1.4 on page 40 when you set up an Administrator password.


SoapBox Server License Maintainer
License Management
This area provides management of server and client access licenses.
Add License
Remove License
Refresh
Proxy Settings
Total CALs: 5
Total Users: 0
You are in violation. No base license found.
License Type
Serial Number
Count
Valid?
Use this dialog to setup your initial licensing configuration. Enter both your Server Seat and Client Access Licenses here. If you are a trial user, you do not need to enter any CALs. Click 'Done' when you are finished. If you need to add more licenses in the future, you can do so through the MMC interface.
Done

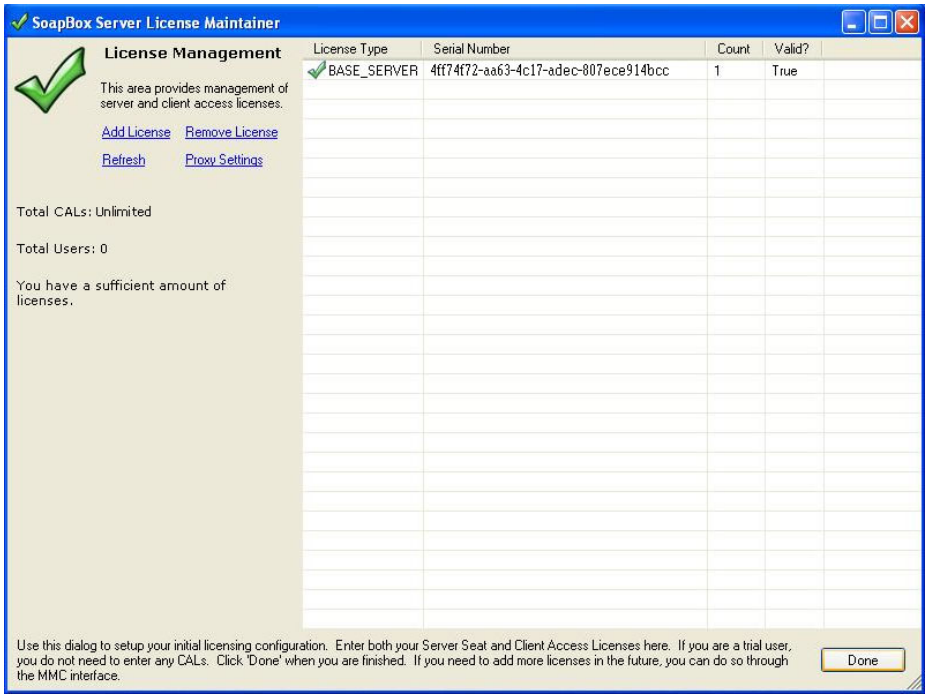
4. Click on **Add License**, then follow the next Step.


SoapBox Server License Maintainer
License Management
Add License
Refresh
Total CALs: 5
Total Users: 0
License Type
Serial Number
Count
Valid?
Add a License
Serial Number
111-111-11111
License XML
License File
Browse...
OK
Cancel
Note: There must be an internet connection available to proceed. The Winfessor Licensing Web Service will then be contacted to validate and download your license agreement.
Use this dialog to setup your initial licensing configuration. Enter both your Server Seat and Client Access Licenses here. If you are a trial user, you do not need to enter any CALs. Click 'Done' when you are finished. If you need to add more licenses in the future, you can do so through the MMC interface.
Done

5. Enter the following base license key: **4ff74f72-aa63-4c17-adec-807ece914bcc**.

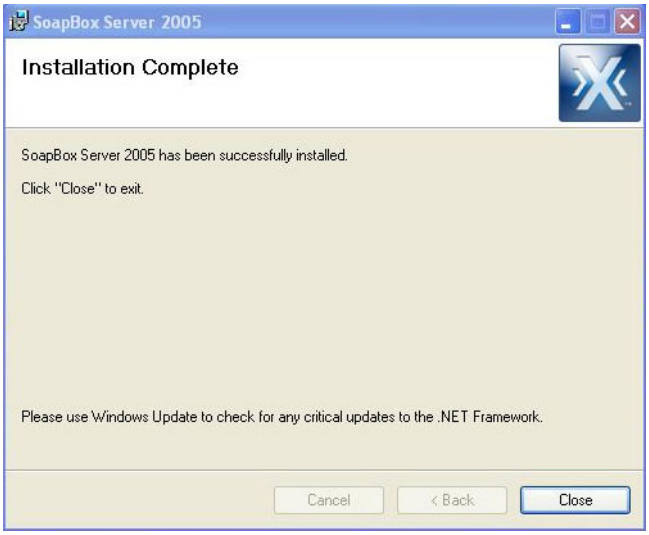

SoapBox Server License Maintainer
License Management
This area provides management of server and client access licenses.
Add License
Remove License
Refresh
Total CALs: 5
Total Users: 0
You are in violation. No found.
License Type
Serial Number
Count
Valid?
License Agreement
License Agreement
END-USER LICENSE AGREEMENT
SERVER LICENSE FOR COVERSANT SOAPBOX SERVER PRODUCTS
IMPORTANT-READ CAREFULLY: This End-User License Agreement ("EULA") is a legal agreement between you (either an individual or a single entity) and Coversant, Inc. for the software product identified above, which includes computer software and may include associated media, printed materials, and "online" or electronic documentation ("Product"). An amendment or addendum to this EULA may accompany the Product.
YOU AGREE TO BE BOUND BY THE TERMS OF THIS EULA BY INSTALLING, COPYING, OR OTHERWISE USING THE PRODUCT. IF YOU DO NOT AGREE, DO NOT INSTALL OR USE THE PRODUCT; YOU MAY RETURN IT TO YOUR PLACE OF PURCHASE FOR A FULL REFUND.
You must accept the license agreement in order to proceed. If you decline, the license will not be activated.
I Accept
I Decline
Use this dialog to setup your initial licensing configuration. Enter both your Server Seat and Client Access Licenses here. If you are a trial user, you do not need to enter any CALs. Click 'Done' when you are finished. If you need to add more licenses in the future, you can do so through the MMC interface.
Done

6. After accepting the END-USER LICENSE AGREEMENT, click on **Done**.


SoapBox Server License Maintainer
License Management
This area provides management of server and client access licenses.
Add License
Remove License
Refresh
Proxy Settings
Total CALs: Unlimited
Total Users: 0
You have a sufficient amount of licenses.
License Type
Serial Number
Count
Valid?
BASE_SERVER
4ff74f72-aa63-4c17-adec-807ece914bcc
1
True
Use this dialog to setup your initial licensing configuration. Enter both your Server Seat and Client Access Licenses here. If you are a trial user, you do not need to enter any CALs. Click 'Done' when you are finished. If you need to add more licenses in the future, you can do so through the MMC interface.
Done

7. After you have entered your base server key, click on **Done**. Proceed to completing the Commercial Installation and refer to Chapter 9: "License Management" for more information.

### 3.1.7 Commercial Installation Complete


SoapBox Server 2005
Installation Complete
SoapBox Server 2005 has been successfully installed.
Click "Close" to exit.
Please use Windows Update to check for any critical updates to the .NET Framework.
Cancel
< Back
Close

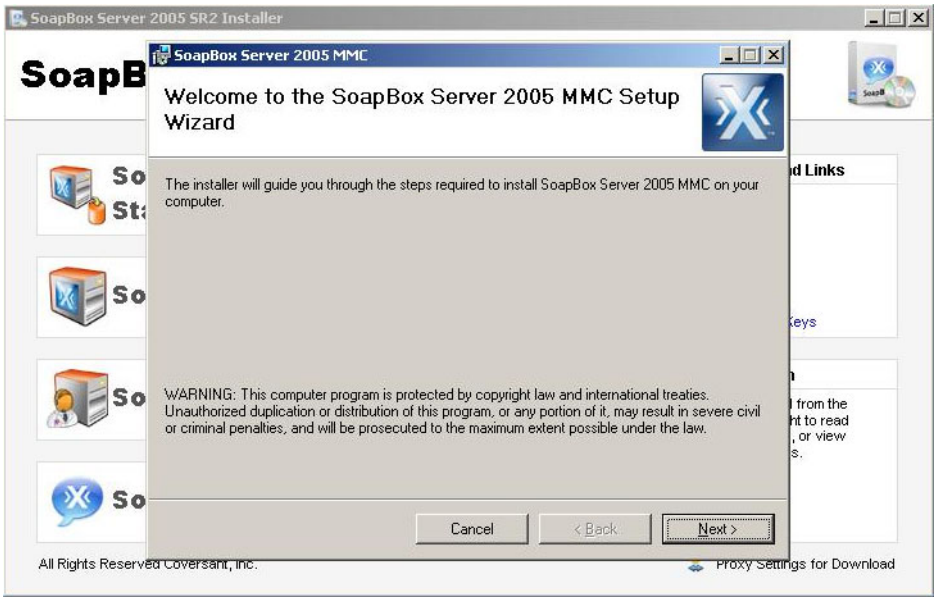
1. Click on **Close** to complete the installation of PTX Connect Commercial Server.

## 3.2 Installing The MMC

The SoapBox Microsoft Management Console (MMC) is the central location where most administrative tasks are performed (for detailed information, please refer to the *PTX Connect Server Administrative Manual*). The MMC allows the administrator to manage users and groups within the SoapBox console. Follow the steps to install MMC for PTX Connect.

SoapBox Server 2005 SR2 Installer
SoapBox Server 2005 SR2 Installer
SoapBox Server 2005 SR2 Standalone
SoapBox Server 2005 SR2
SoapBox Server 2005 SR2 MMC
SoapBox Client
Documentation and Links
Installation Guide
Release Notes
Administrative Guide
Get Support
View or Request License Keys
Description
Choose a package to install from the left. Use the links on the right to read documentation, get support, or view relevant SoapBox web sites.
All Rights Reserved Coversant, Inc.
Proxy Settings for Download

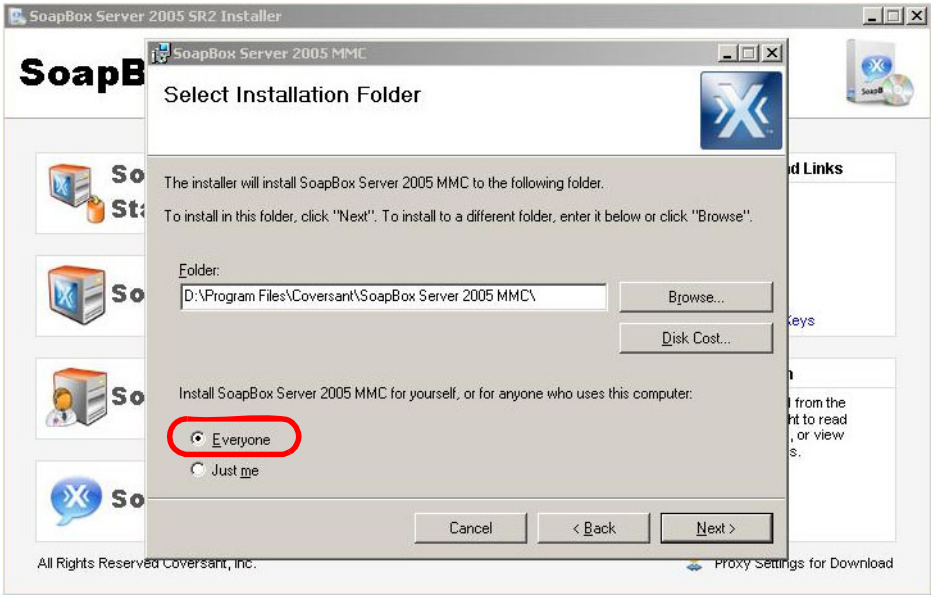
1. Select the MMC installer.


SoapBox Server 2005 SR2 Installer
SoapBox Server 2005 MMC
Welcome to the SoapBox Server 2005 MMC Setup Wizard
The installer will guide you through the steps required to install SoapBox Server 2005 MMC on your computer.
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Cancel
< Back
Next >
All Rights Reserved Coversant, Inc.
Proxy Settings for Download

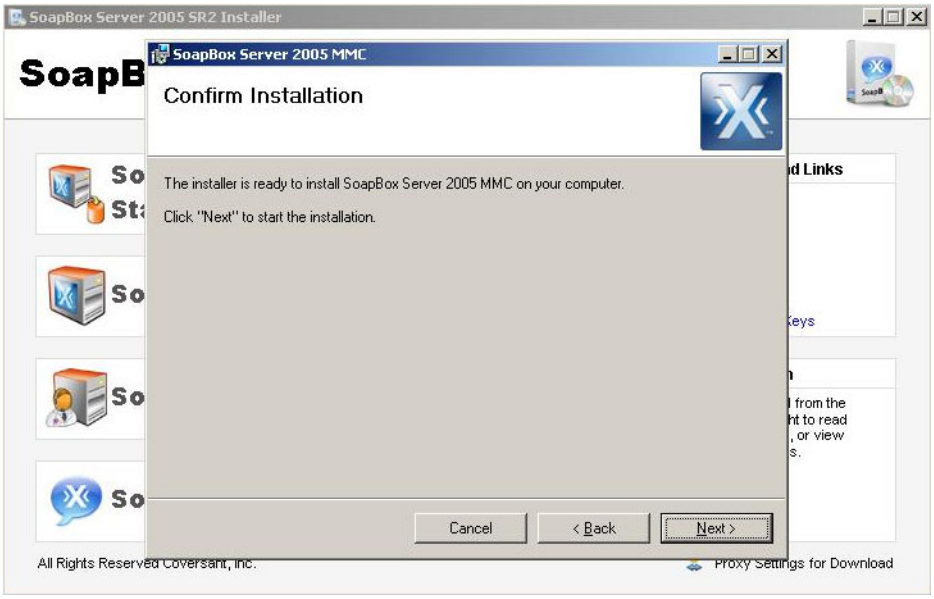
2. Click on **Next** to begin installing the MMC.

SoapBox Server 2005 SR2 Installer
SoapBox Server 2005 MMC
License Agreement
Please take a moment to read the license agreement now. If you accept the terms below, click "I Agree", then "Next". Otherwise click "Cancel".
END-USER LICENSE AGREEMENT
SERVER LICENSE FOR COVERSANT SOAPBOX SERVER PRODUCTS
IMPORTANT-READ CAREFULLY: This End-User License Agreement ("EULA") is a legal agreement between you (either an individual or a single entity) and Coversant, Inc. for the software product identified above, which includes computer software and may include associated media, printed materials, and "online" or electronic documentation ("Product"). An amendment or addendum to this EULA may accompany the Product.
YOU AGREE TO BE BOUND BY THE TERMS OF THIS EULA BY
I Do Not Agree
I Agree
Cancel
< Back
Next >
All Rights Reserved Coversant, Inc.
Proxy Settings for Download

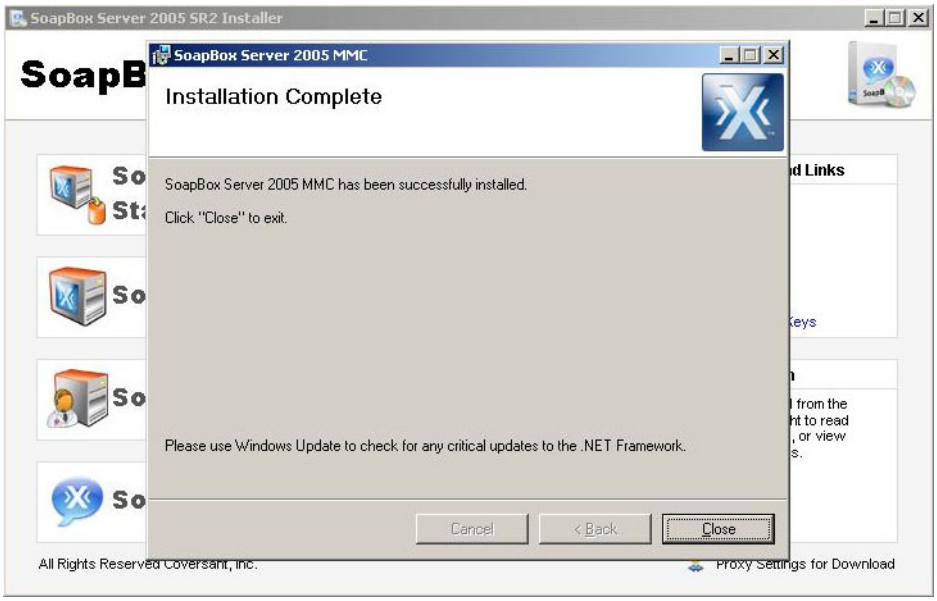
3. Once you have read the END-USER LICENSE AGREEMENT, select **I Agree** and click on **Next**.


SoapBox Server 2005 SR2 Installer
SoapBox Server 2005 MMC
Select Installation Folder
The installer will install SoapBox Server 2005 MMC to the following folder.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
Folder:
D:\Program Files\Coversant\SoapBox Server 2005 MMC\
Browse...
Disk Cost...
Install SoapBox Server 2005 MMC for yourself, or for anyone who uses this computer:
Everyone
Just me
Cancel
< Back
Next >
All Rights Reserved Coversant, Inc.
Proxy Settings for Download

4. Select **Everyone** and click on **Next**.


SoapBox Server 2005 SR2 Installer
SoapBox Server 2005 MMC
Confirm Installation
The installer is ready to install SoapBox Server 2005 MMC on your computer.
Click "Next" to start the installation.
Cancel
< Back
Next >
All Rights Reserved Coversant, Inc.
Proxy Settings for Download

5. Click on **Next** to start the installation.

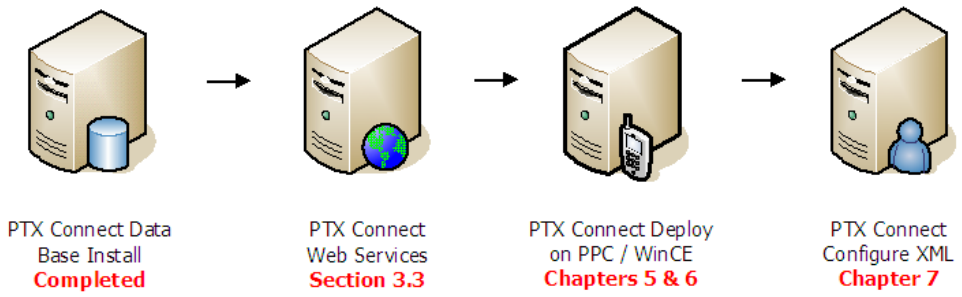

SoapBox Server 2005 SR2 Installer
SoapB
SoapBox Server 2005 MMC
Installation Complete
SoapBox Server 2005 MMC has been successfully installed.
Click "Close" to exit.
Please use Windows Update to check for any critical updates to the .NET Framework.
Cancel
< Back
Close
All Rights Reserved Coversant, Inc.
Proxy Settings for Download

6. Click on **Close** to complete the MMC installation.

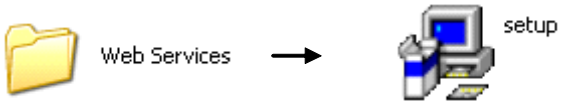
The MMC can now be used to add and manage users and groups.

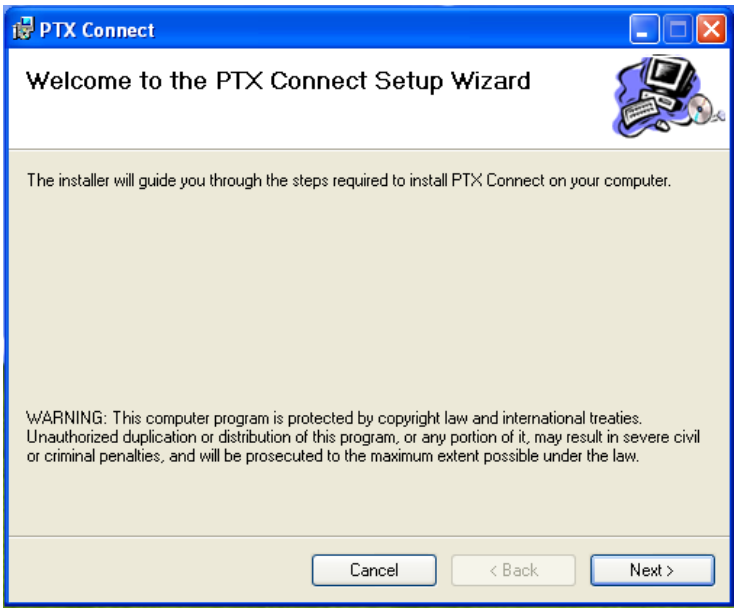
## 3.3 PTX Connect Web Services

We have successfully installed and connected the database portion of PTX Connect onto the server, as well as installing the MMC. We will now take the step by step installation guide to installing the web services portion of PTX Connect.

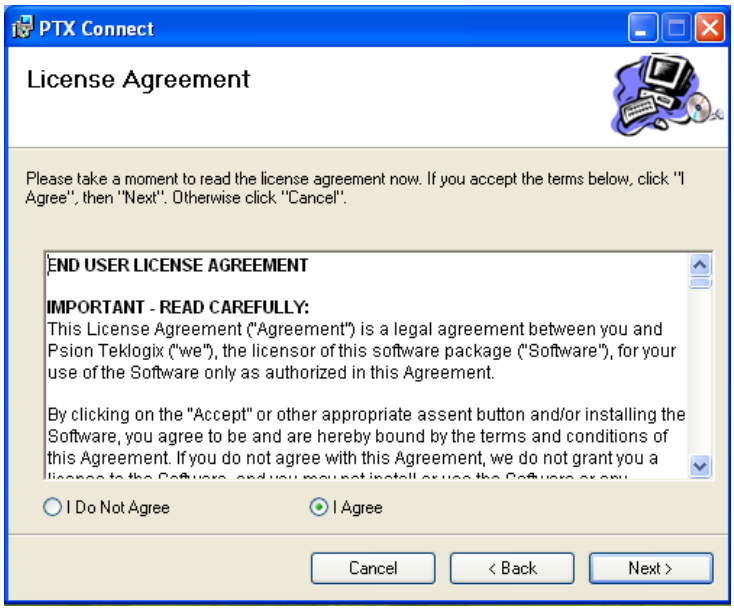



1. Open the folder called **Web Install** and then click on the **Setup** icon to launch the Web Services installation, and follow the steps below.

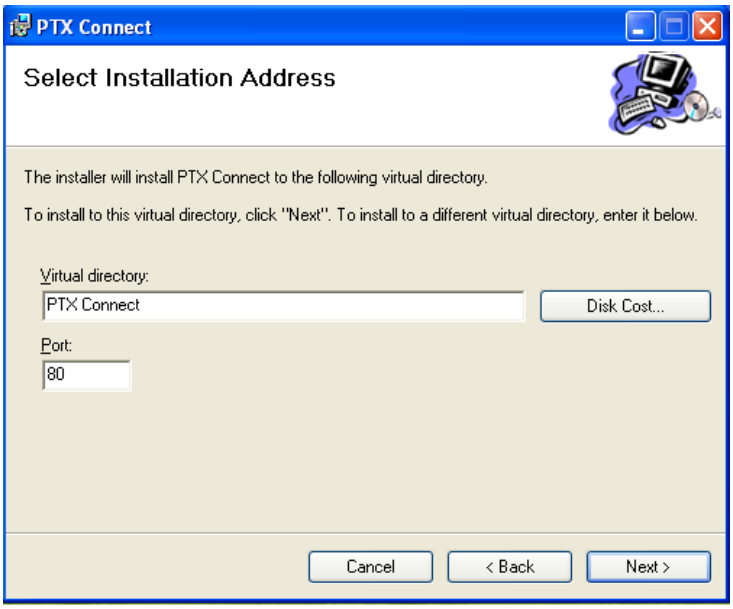



PTX Connect
Welcome to the PTX Connect Setup Wizard
The installer will guide you through the steps required to install PTX Connect on your computer.
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Cancel
< Back
Next >

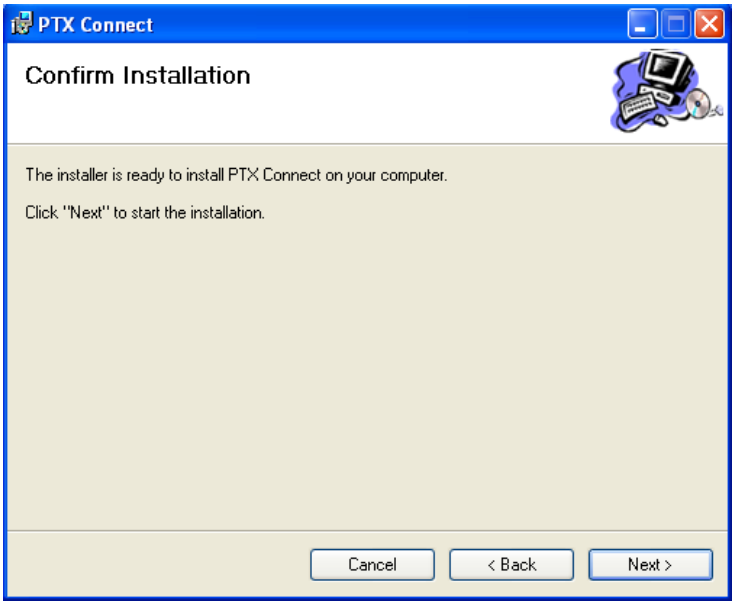
2. Click on **Next** to proceed with the Web Services installation for the Commercial Server.


PTX Connect
License Agreement
Please take a moment to read the license agreement now. If you accept the terms below, click "I Agree", then "Next". Otherwise click "Cancel".
END USER LICENSE AGREEMENT
IMPORTANT - READ CAREFULLY:
This License Agreement ("Agreement") is a legal agreement between you and Psion Teklogix ("we"), the licensor of this software package ("Software"), for your use of the Software only as authorized in this Agreement.
By clicking on the "Accept" or other appropriate assent button and/or installing the Software, you agree to be and are hereby bound by the terms and conditions of this Agreement. If you do not agree with this Agreement, we do not grant you a
I Do Not Agree
I Agree
Cancel
< Back
Next >

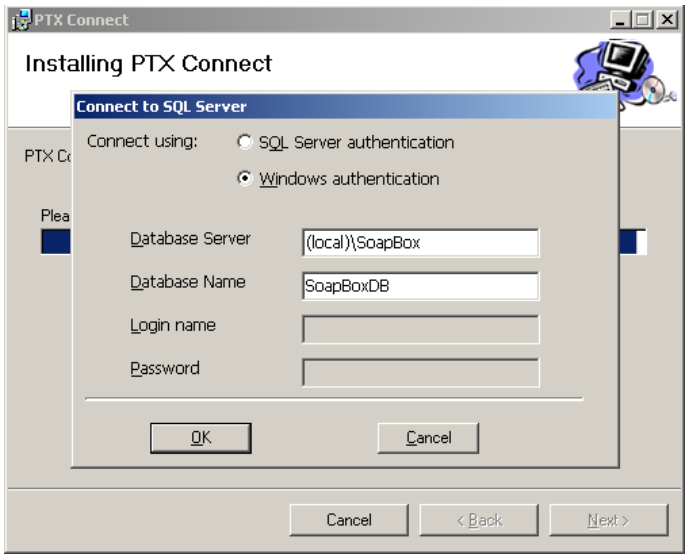
3. Upon accepting the END-USER LICENSE AGREEMENT, click on **Next**.


PTX Connect
Select Installation Address
The installer will install PTX Connect to the following virtual directory.
To install to this virtual directory, click "Next". To install to a different virtual directory, enter it below.
Virtual directory:
PTX Connect
Disk Cost...
Port:
80
Cancel
< Back
Next >

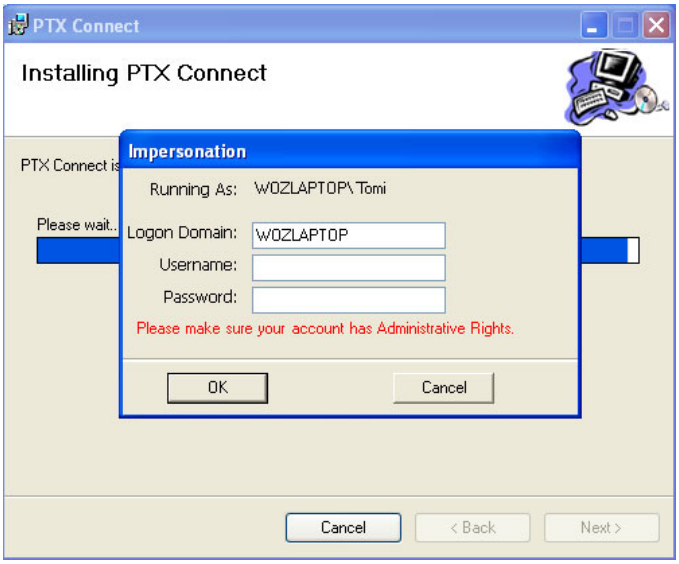
4. Select a *Virtual Directory* to install into. (Accept defaults.) Click on **Next**. If you change your Virtual Directory to something other than “PTX Connect”, you will need to keep a note of it and use it when configuring your XML files in Chapter 7: “Configuring The XML File”.


PTX Connect
Confirm Installation
The installer is ready to install PTX Connect on your computer.
Click "Next" to start the installation.
Cancel
< Back
Next >

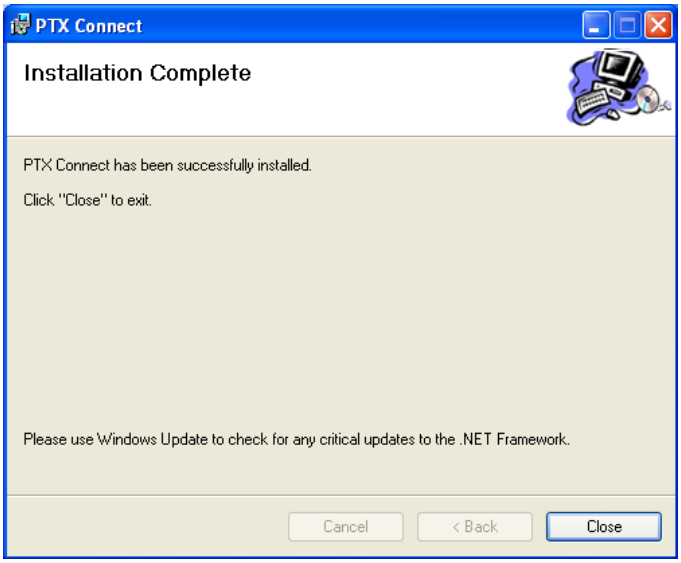
5. Click on **Next** to continue.




6. For PTX Commercial using MSDE or SQL with Windows Authentication, enter the parameters as shown here.




7. Enter a username and password for an account that has ADMINISTRATIVE rights in Windows. The Logon Domain will be pre-populated with the domain of your current logged-in user. You may need to change your domain as well, but it is not likely (if you are not sure, contact your System Administrator).


PTX Connect
Installation Complete
PTX Connect has been successfully installed.
Click "Close" to exit.
Please use Windows Update to check for any critical updates to the .NET Framework.
Cancel
< Back
Close

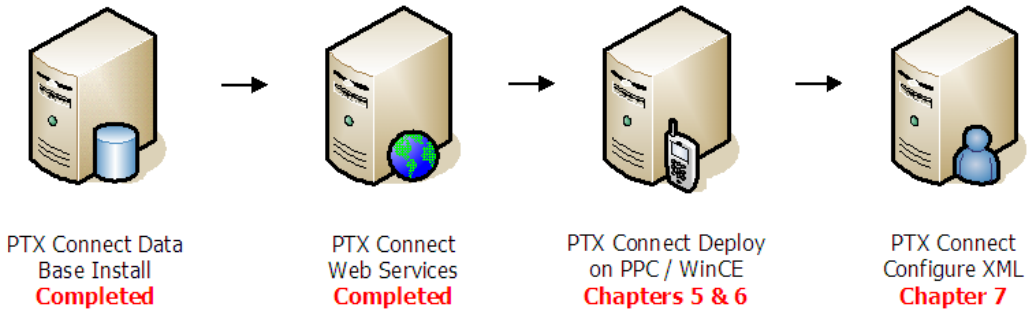
8. Click on **Close** to complete the installation, and then **Restart** your computer.

# CONFIGURING PTX CONNECT 4

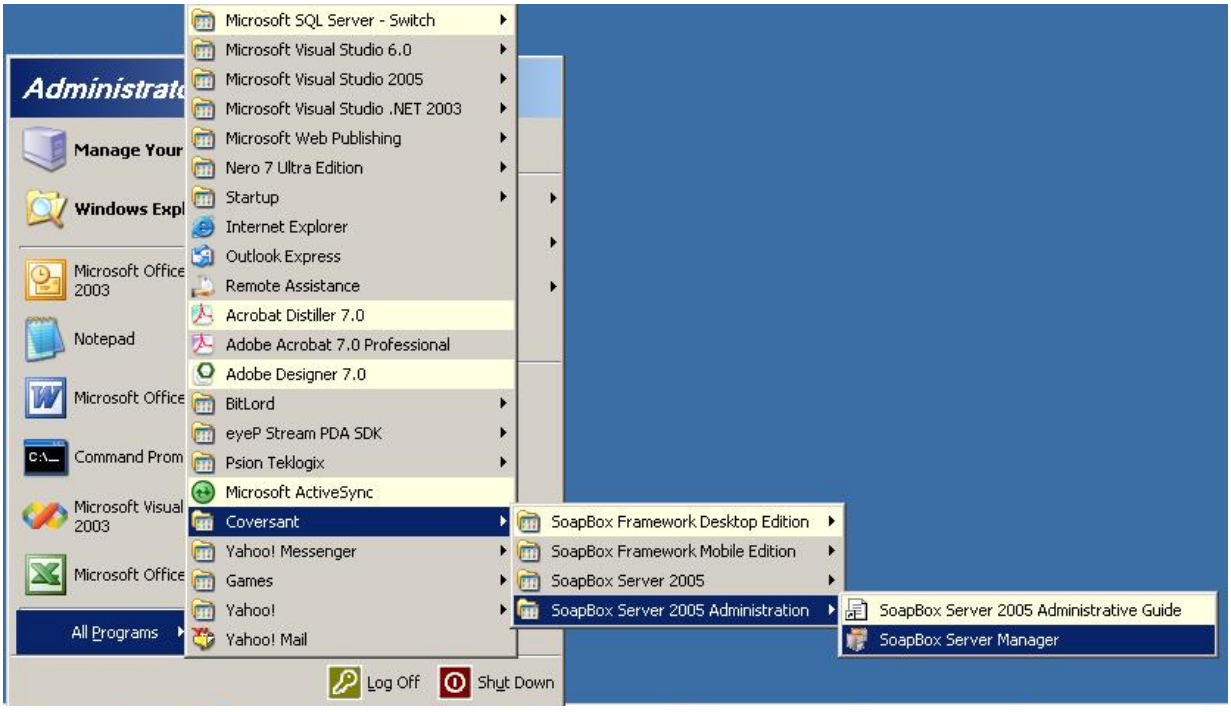
4.1 Configuring PTX Connect (Enterprise And Commercial) . . . . . 57
4.2 Administration Of PTX Connect . . . . . 57
4.3 Adding Users . . . . . 60
4.4 Users And Groups. . . . . 61

# 4.1 Configuring PTX Connect (Enterprise And Commercial)

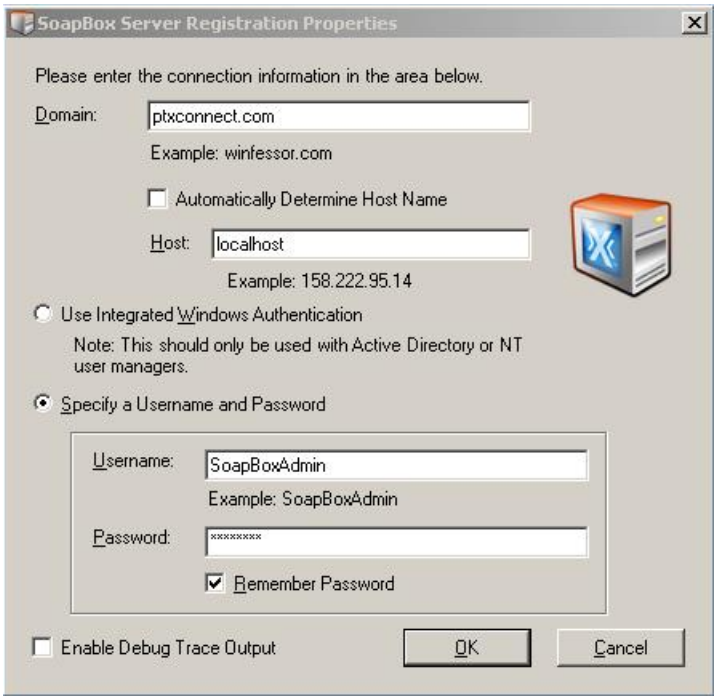
Now that PTX Connect Enterprise Server has been successfully installed, we will need to add users as well as configure the XML file (see Chapter 7: "Configuring The XML File") so that you may successfully deploy PTX Connect on Windows Mobile® and/or Windows® CE.



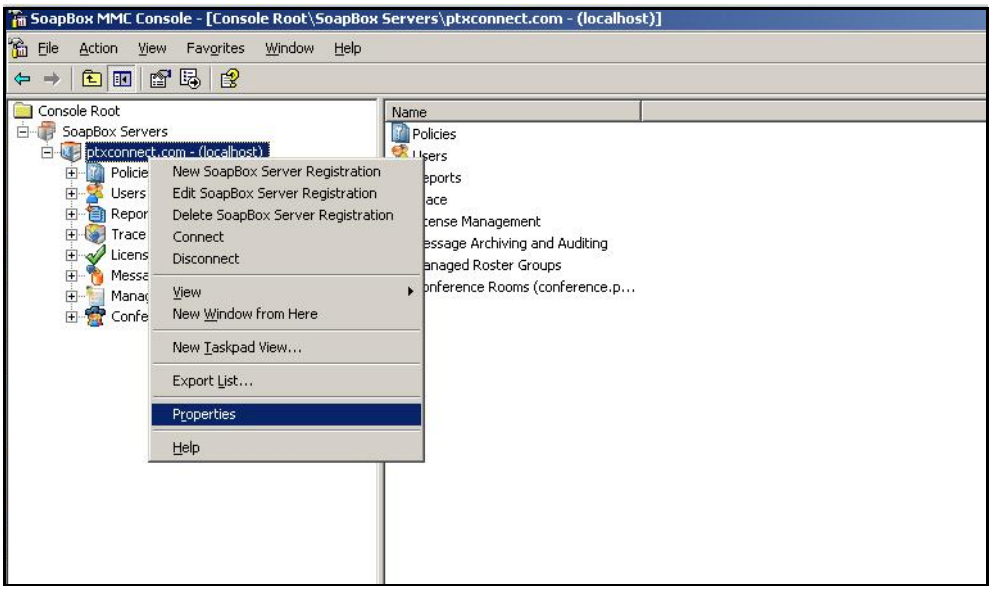

# 4.2 Administration Of PTX Connect



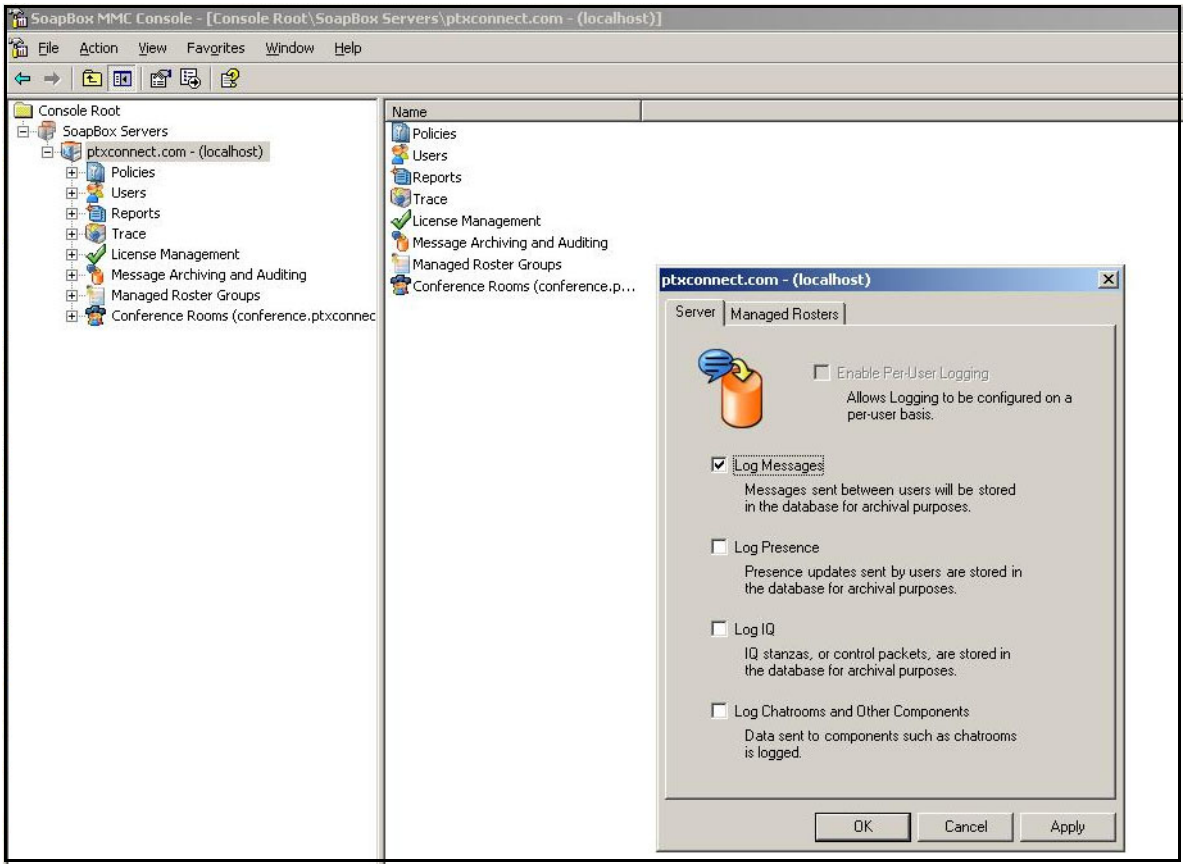

1. Click on **Start > Programs > Coversant > SoapBox Server 2005 Administration > SoapBox Server Manager**.




2. Make sure all of the values are the same as shown here. However, if you did not accept the defaults when you installed PTX Connect, some of your values may have changed. You will need to specify the password you selected as an Administrator Password in Section 2.1.9 on page 19 or Section 3.1.4 on page 40. You may have also selected a different Domain Name in sections Section 2.1.8 on page 18 or Section 3.1.3 on page 39.



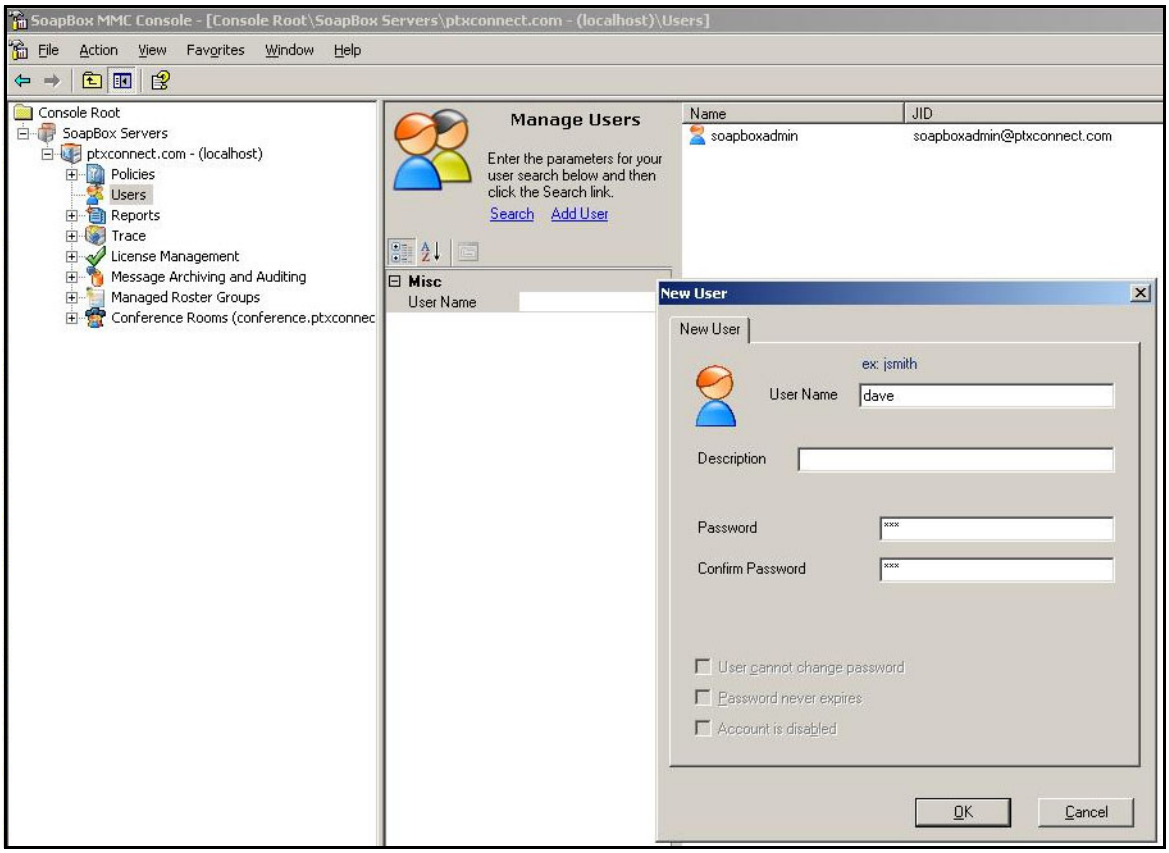

3. Expand the **SoapBox Servers** tree node. Then expand the **ptxconnect.com** node. (This may take a while.) Right click on the **ptxconnect.com** node and select **Properties**. If you entered a different domain name, expand the node associated with that domain.




4. Check **Log Messages** and click on **Apply**, then **OK**.

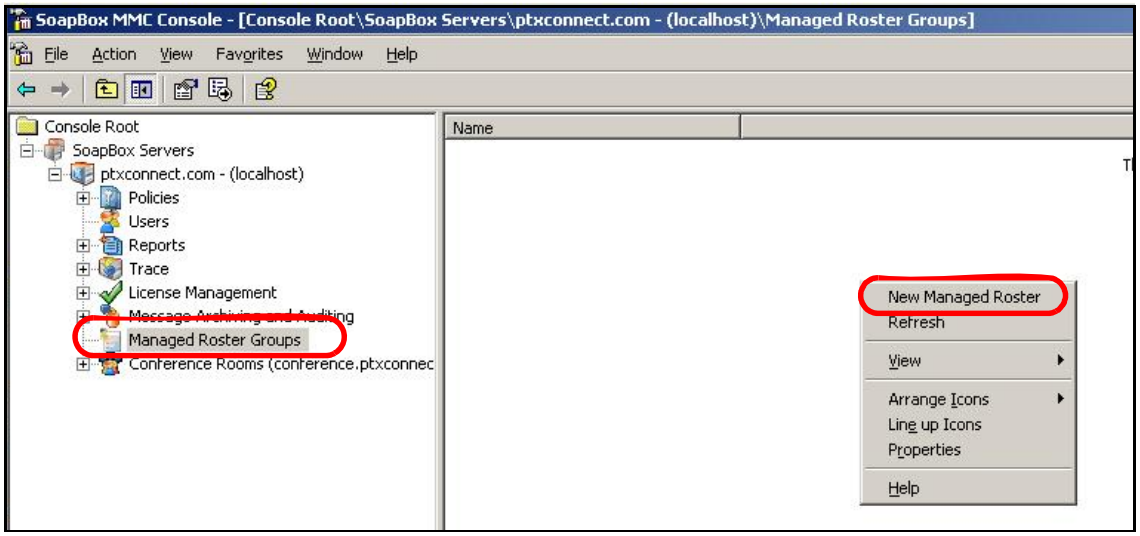
# 4.3 Adding Users

1. Click on the **Users** tree node. Then click on the **Add User** link on the right.

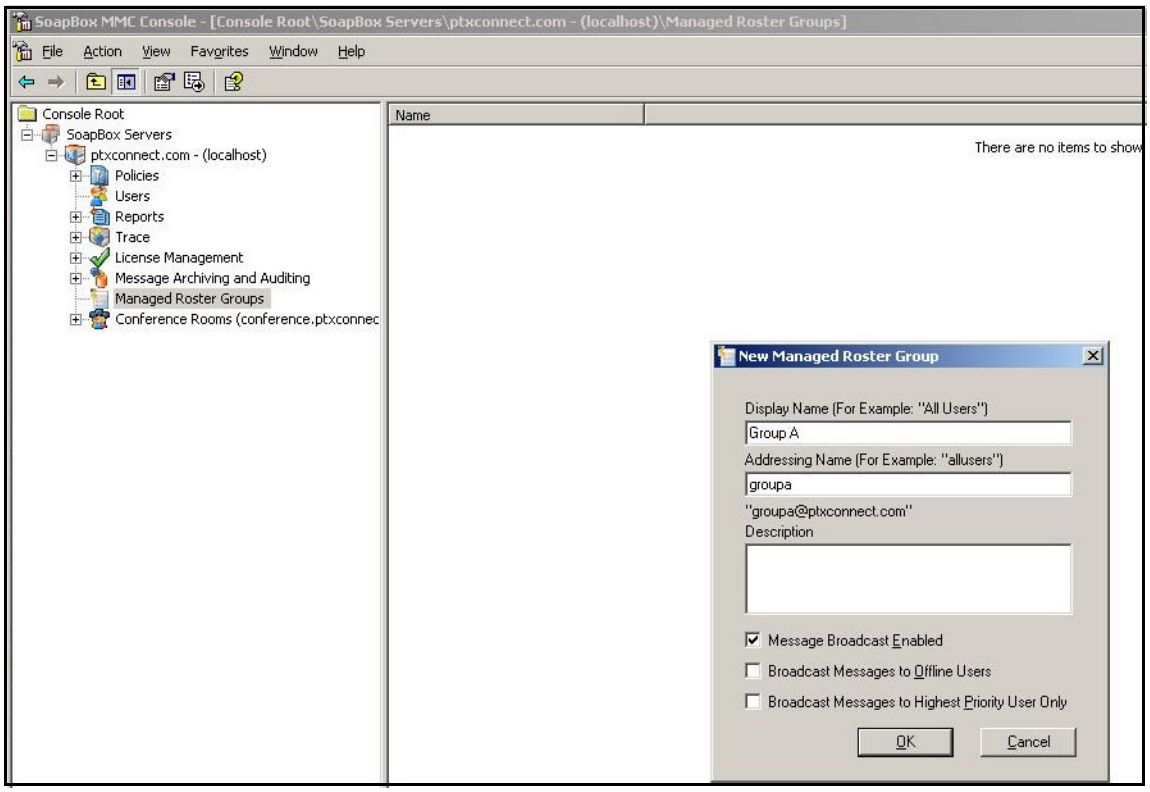



2. Type the **User Name** and **Password** for the user. Repeat steps as necessary for all users. When complete, go to the next step.

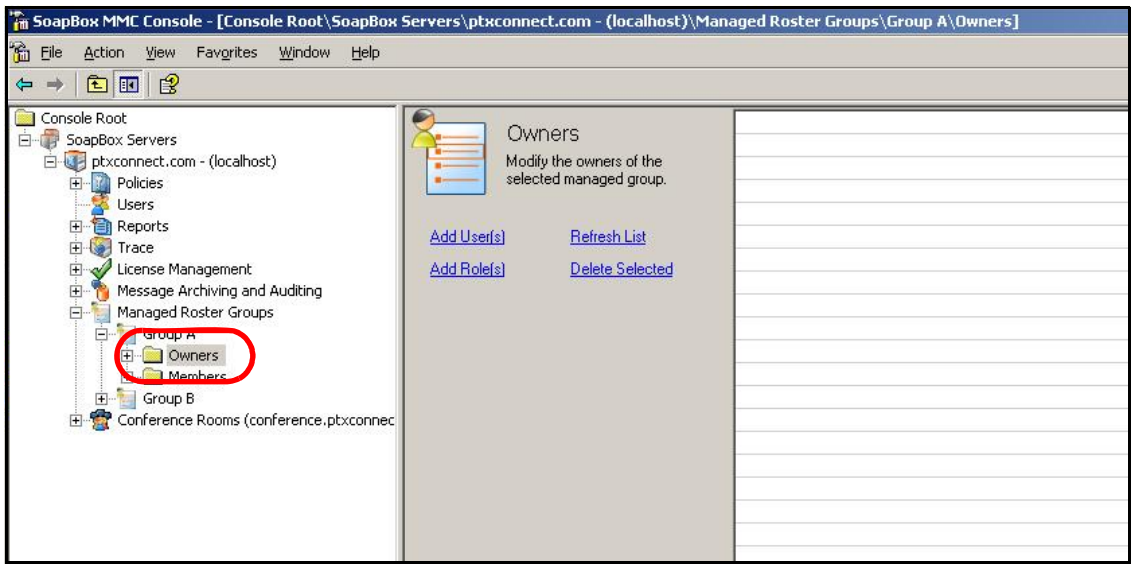
# 4.4 Users And Groups



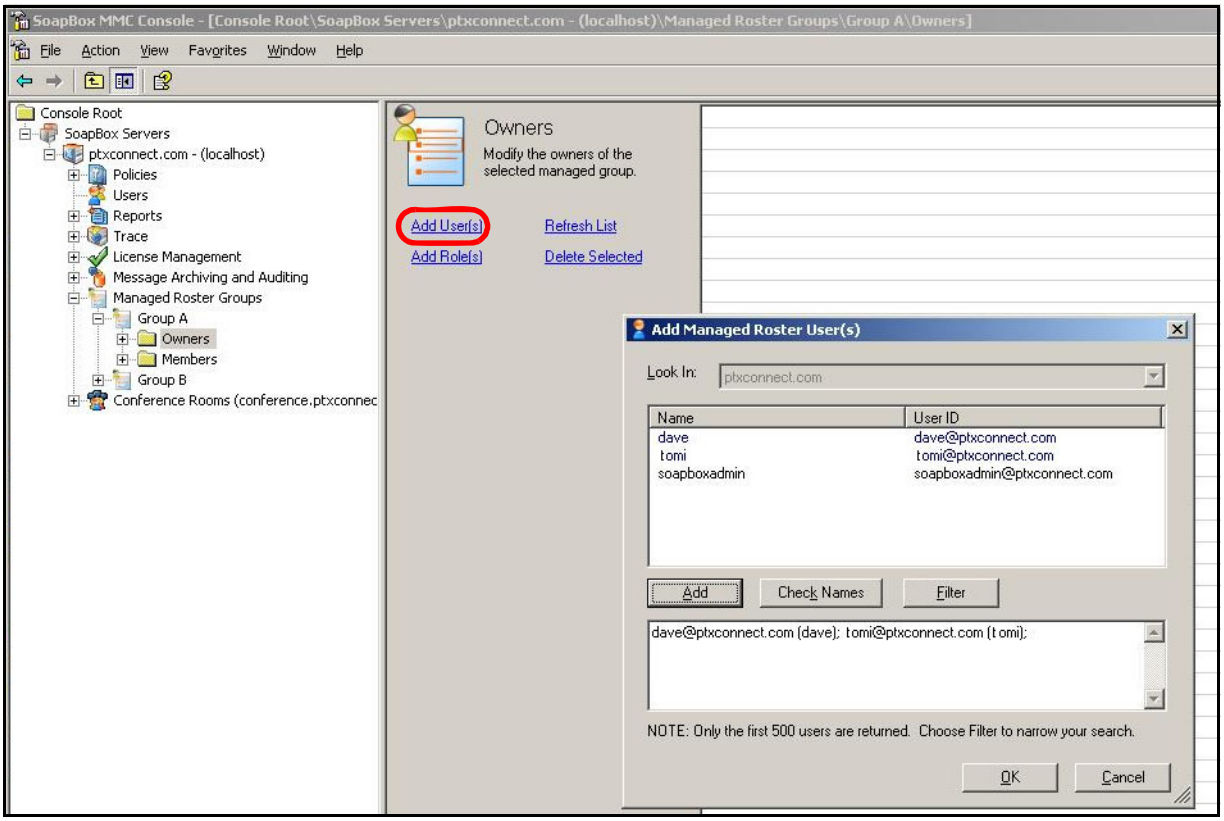

1. Click on the **Managed Roster Groups** tree node on the left side. Right click on the empty pane on the right and select **New Managed Roster** groups.



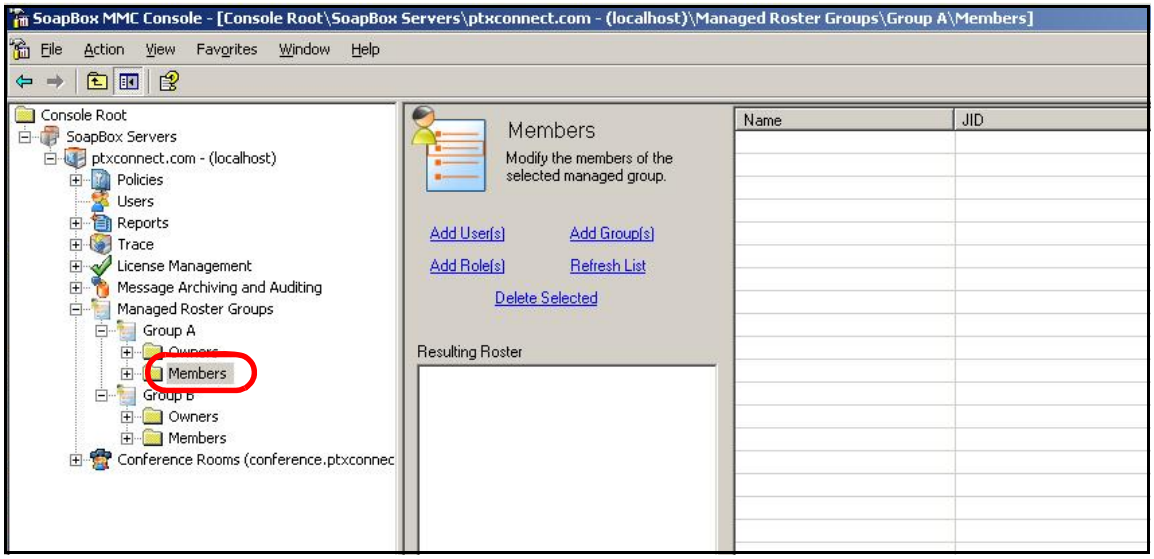

2. Type a name for your group and click on **OK**. Repeat Steps 1 and 2 for all the groups you want to create.



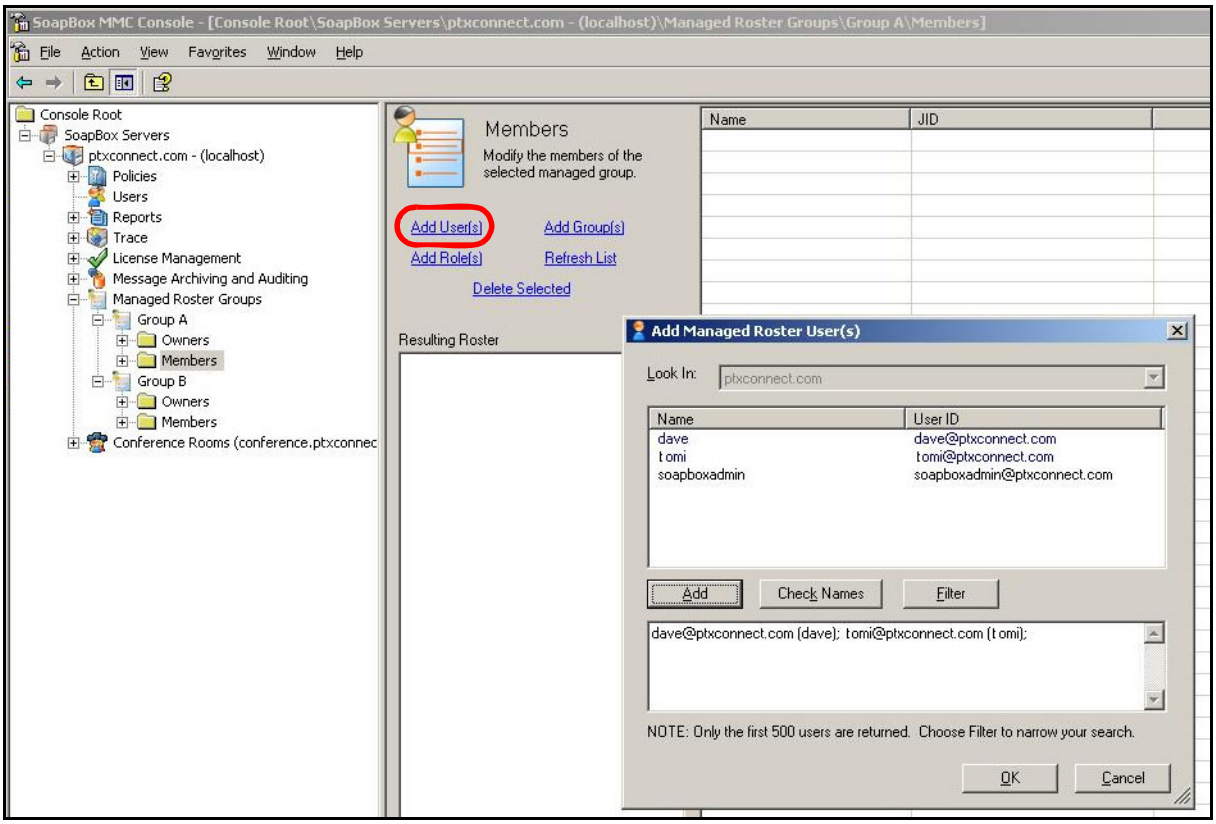

3. Double click on one of your groups in the left pane, and then double-click on the **Owners** folder.



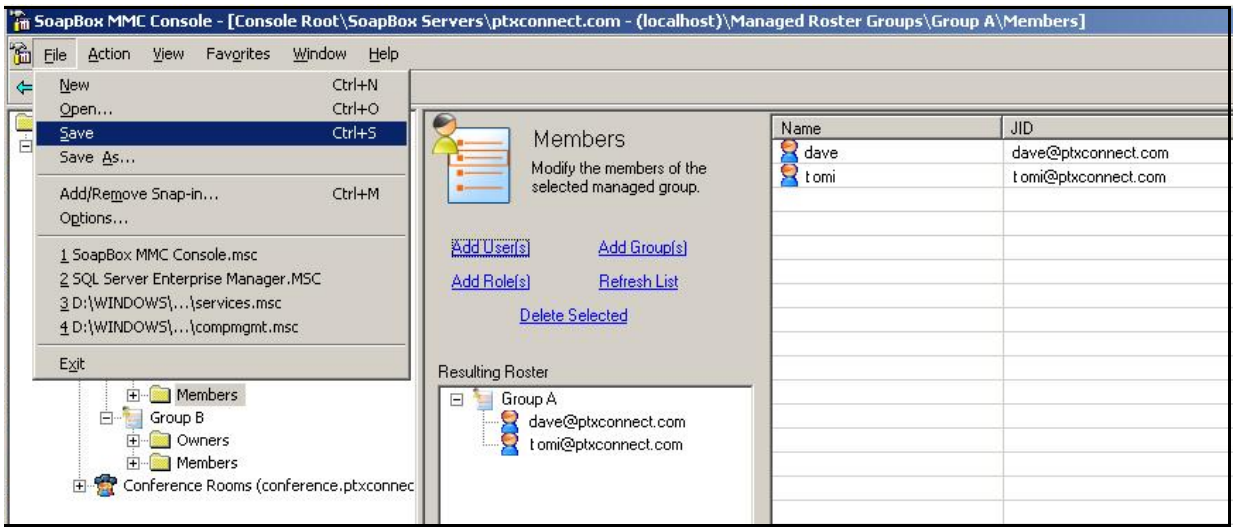

4. Click on **Add User(s)** and select all the users (except for the “soapboxadmin” user) to indicate that all users can communicate with users in this group. Select users with [SHIFT] or [CTRL] and the mouse left-click. Then click on **Add**. Click on **OK** when done.



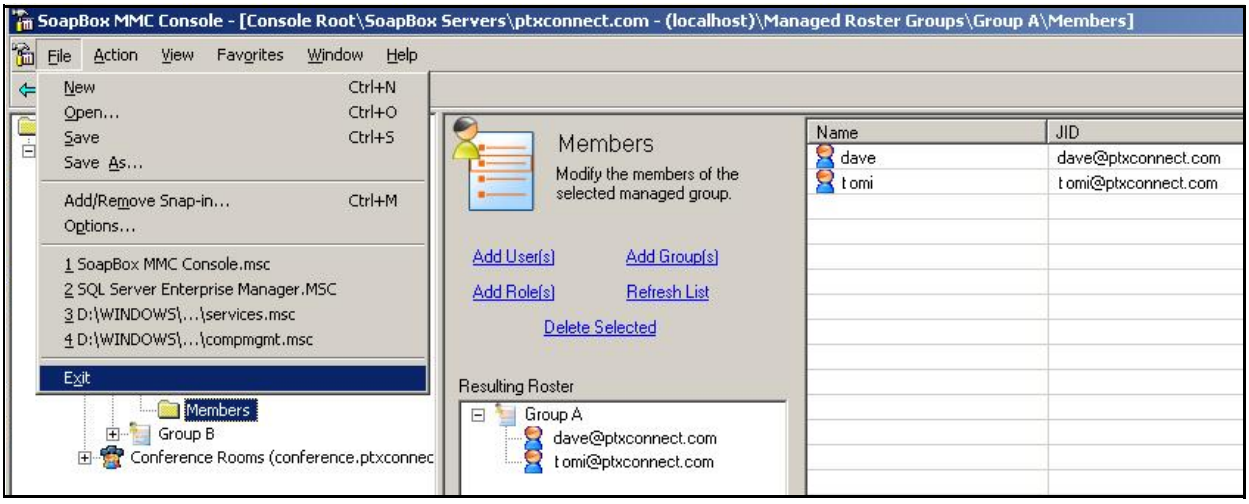

5. Click on **Members** on the left pane under one of the groups you created.




6. Click on **Add User(s)** and add users to this group just as you did in Step 4. The users you add here belong to this group and will be seen under that group in the directory when clients are online.




7. Once done editing all your groups, click on **File > Save**.

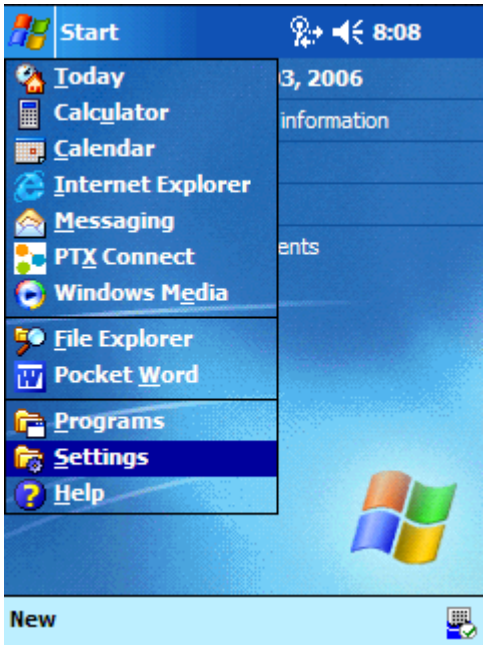



8. After saving, click on **File > Exit**.

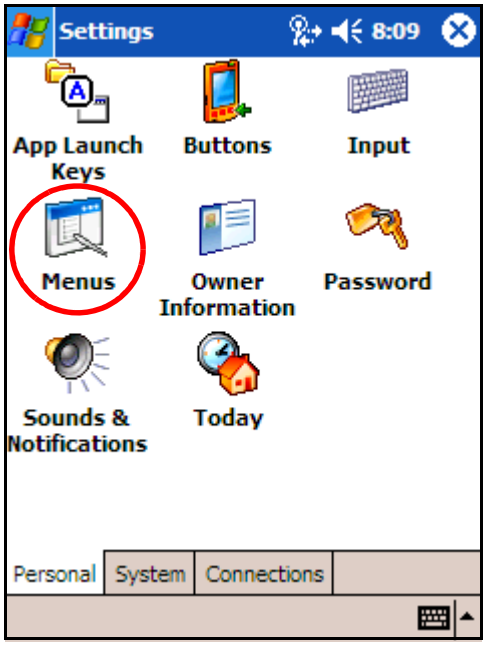
# 5 CONFIGURING PTX CONNECT CLIENT ON A WINDOWS MOBILE DEVICE

5.1 Configuring The Windows Mobile Menu Buttons . . . . . 67
5.2 Configuring Scancode Remapping Keys . . . . . 68
5.3 Installing PTX Connect On Windows Mobile . . . . . 70
5.4 Configuring PTX Connect On Windows Mobile . . . . . 74

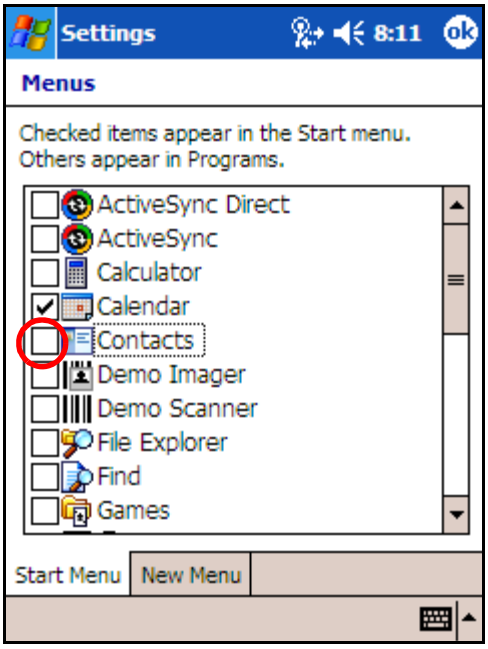
# 5.1 Configuring The Windows Mobile Menu Buttons




1. Click on **Start** > **Settings**.

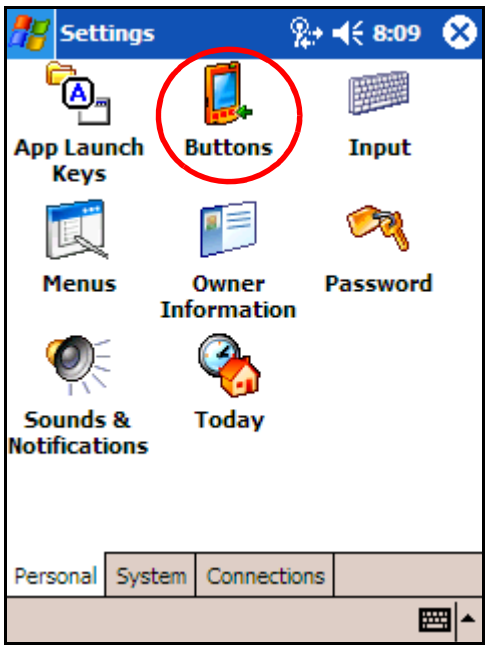



2. Click on **Menus**.

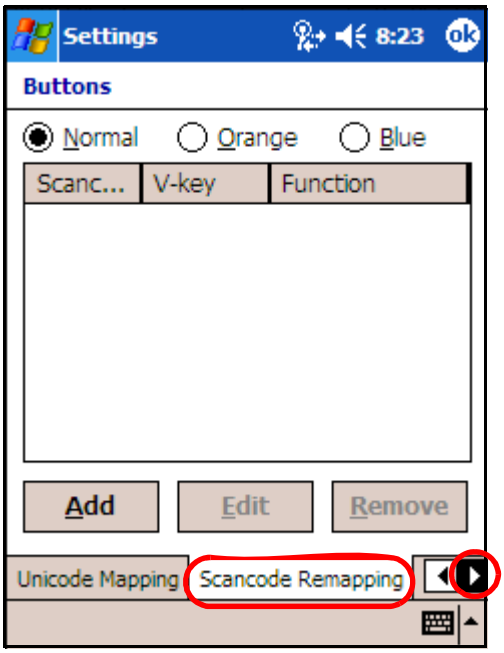



3. UNCHECK a program from the list that is unnecessary for your use. (This function does not delete the program, it just removed it from the Start Menu.) Then click on **OK**. This will allow the *PTX Connect* icon to appear on the Start Menu once it is installed on your device. Windows Mobile allows a total of seven programs in your Start Menu shortcuts.

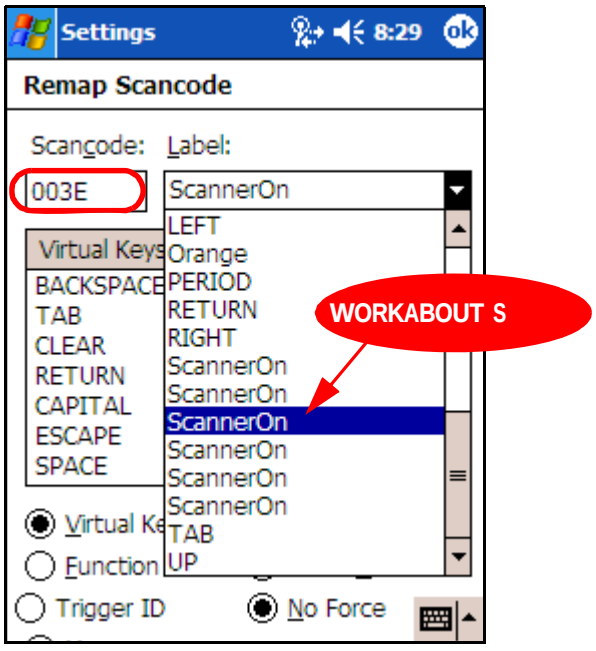
# 5.2 Configuring Scancode Remapping Keys



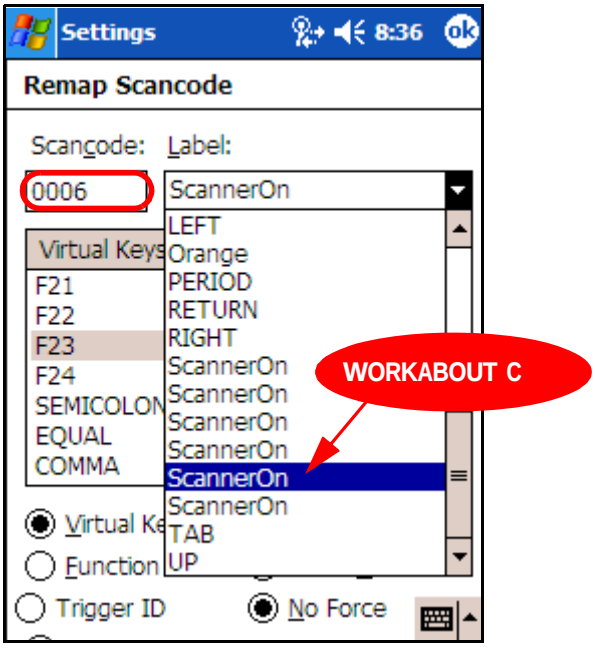

1. Click on the **Buttons** icon to configure your *Push To Talk* and *Scanner Functions*.



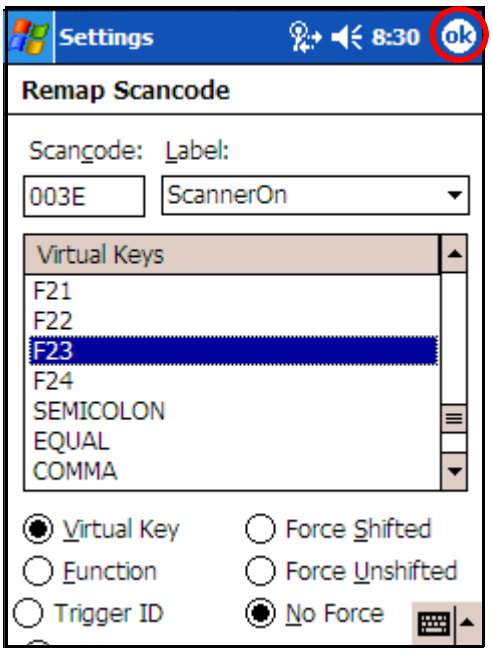

2. Click on the **Right arrow button** until you reach the *Scancode Remapping* tab. Click on **Add**.



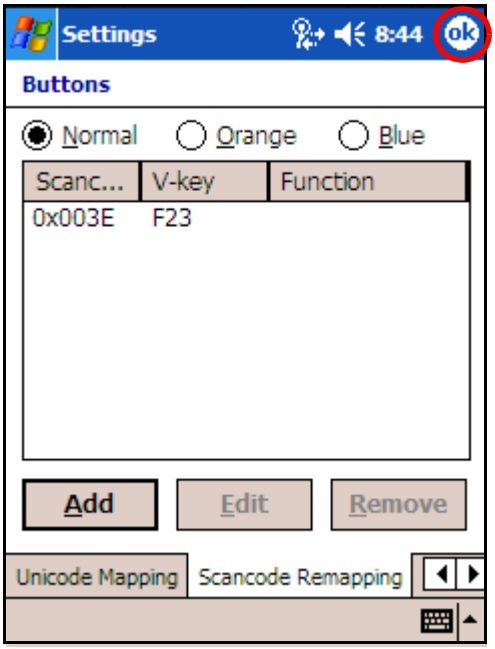

3. WORKABOUT S Units: Click on the **Label down arrow** and scroll until you see the ScannerOn that represents **Scancode 003E**. This maps the soft yellow key on the left side of the terminal as your function key.




4. WORKABOUT C Units: Click on the **Label down arrow** and scroll until you see the ScannerOn that represents **Scancode 0006**. This maps the hard yellow key on the left side of the terminal as your function key.

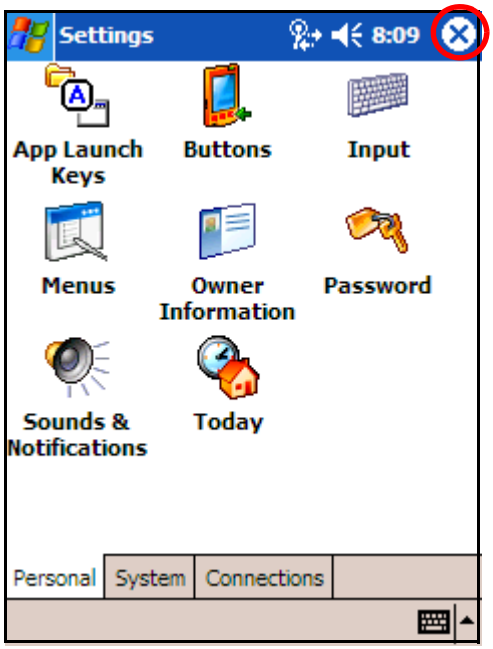



5. Click on **OK** once you have selected the appropriate Scancode for your unit.

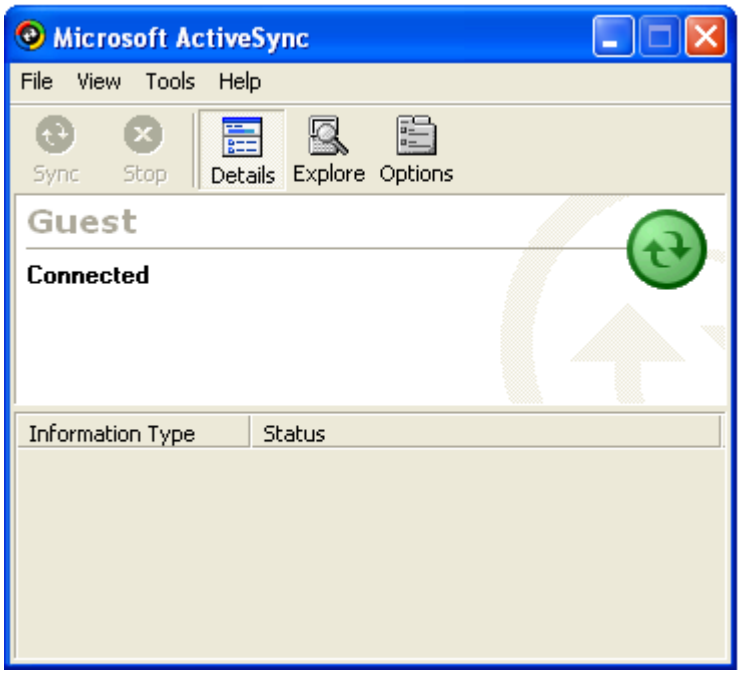



6. Verify that you have mapped the Scancode by viewing the information screen. Click on **OK** to complete Scancode remapping.

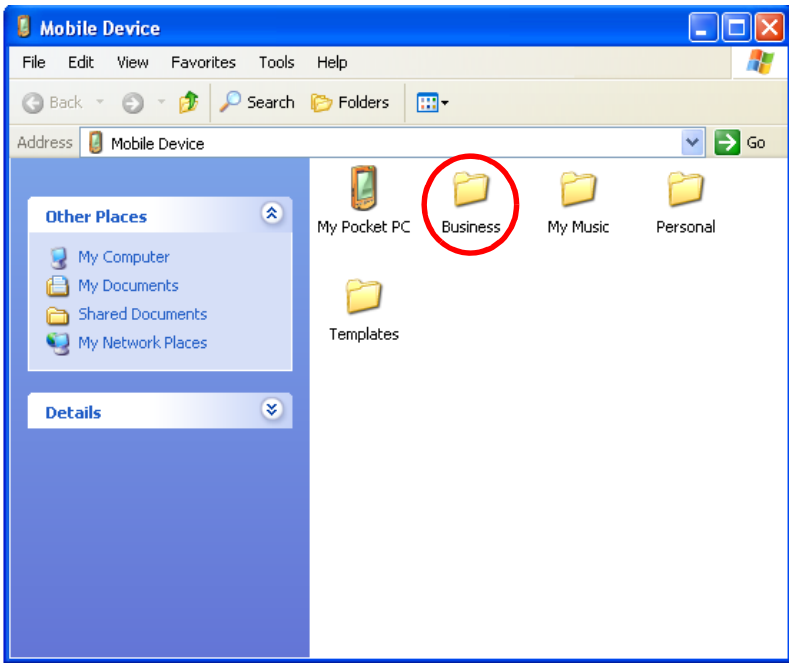
7. Click on the **X** button to exit the *Settings* menu.



# 5.3 Installing PTX Connect On Windows Mobile

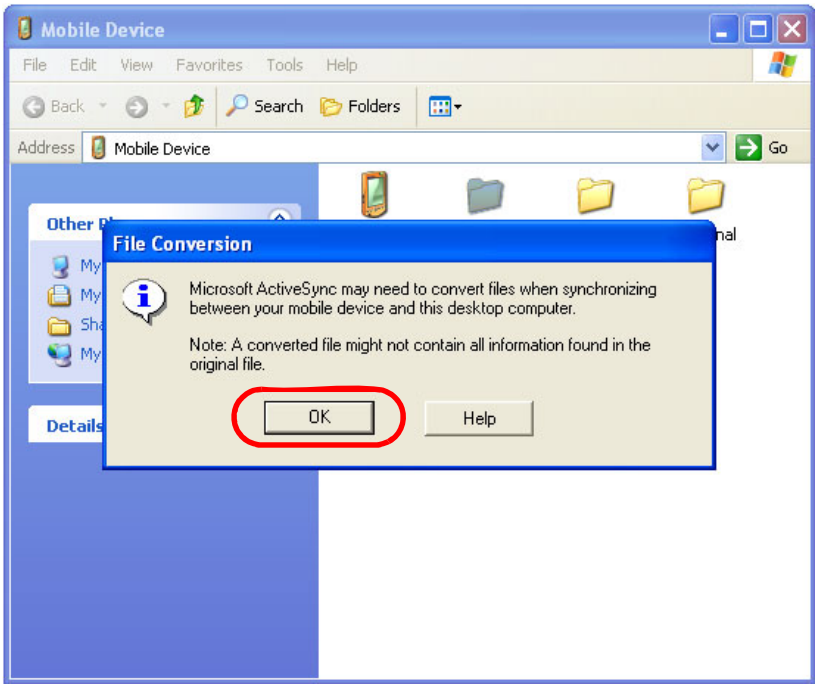



1. Dock your Windows Mobile device (you can setup a Guest partnership if you like), and then click on the **Explore** icon.

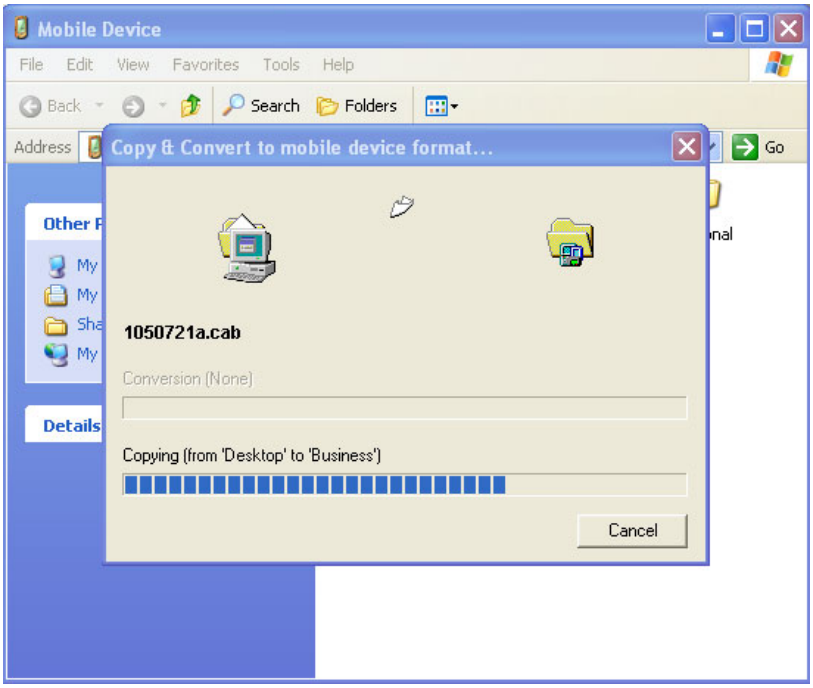



2. Drag and drop the two files for your Windows Mobile into the *Business folder*:
   1) 1050722a.cab, and
   2) 1050721a.cab.

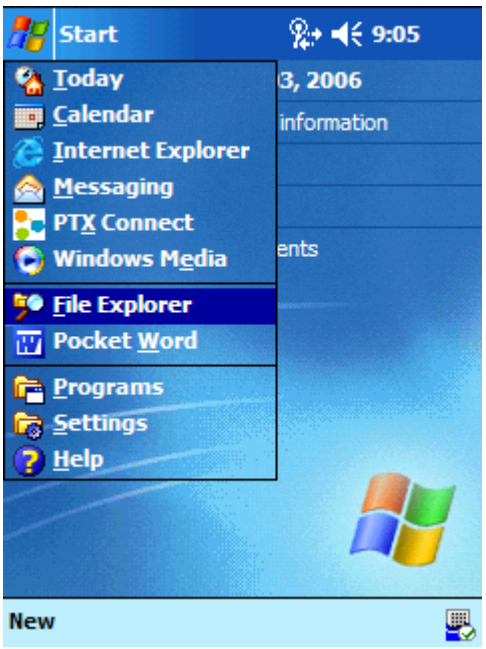
You will need to do Steps 3 and 4 below for each of the files.


Mobile Device
File Edit View Favorites Tools Help
Back Search Folders
Address Mobile Device
Go
File Conversion
Microsoft ActiveSync may need to convert files when synchronizing between your mobile device and this desktop computer.
Note: A converted file might not contain all information found in the original file.
OK
Help

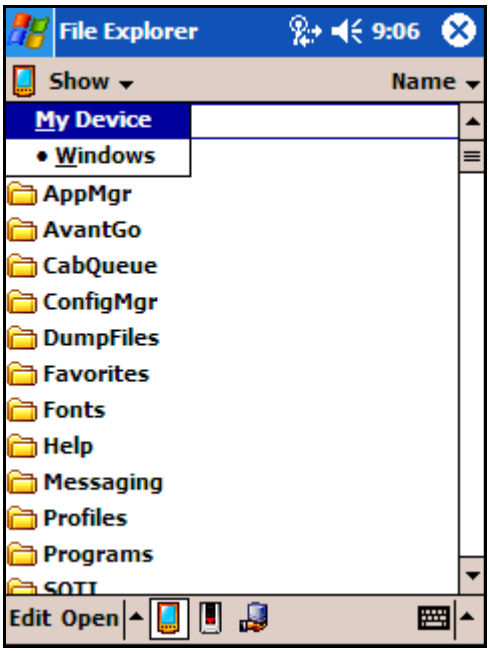
3. Click on **OK** to proceed with transferring the PTX Connect files over to your Windows Mobile device.



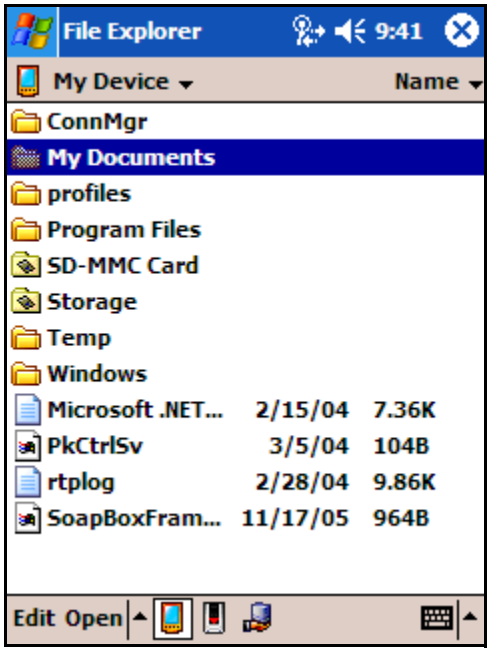

4. The files will transfer into your Windows Mobile unit.



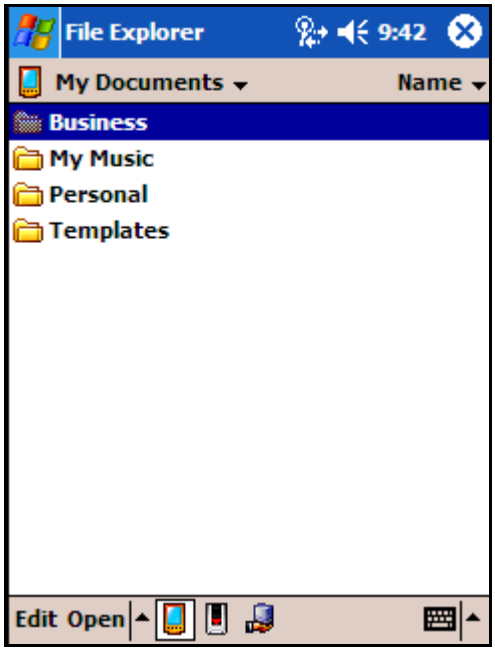

5. Click on **Start** > **File Explorer**.



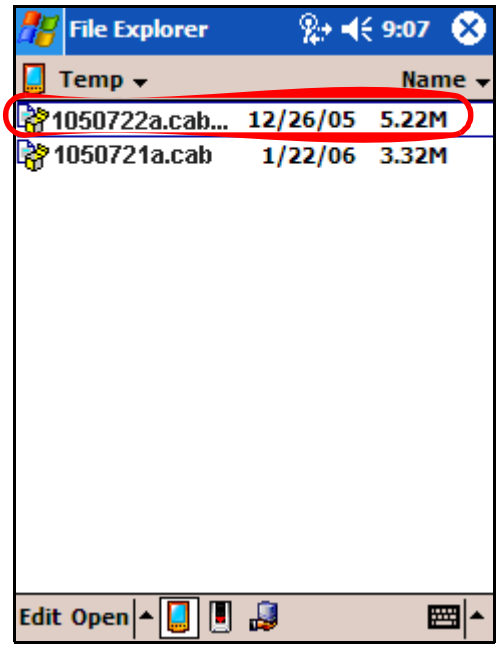

6. Click on **My Device** to make sure you go to the root directory.



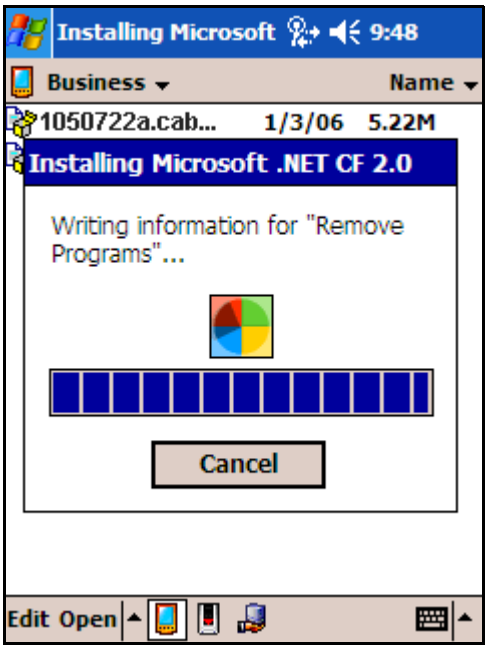

7. Click on **My Documents**.



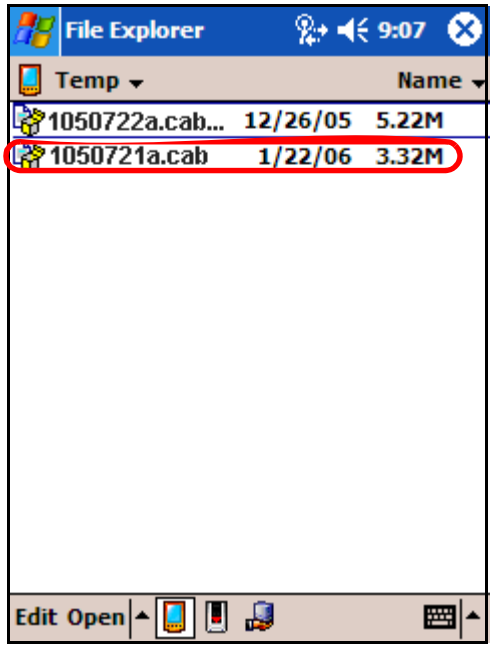

8. Click on **Business** (where the files were transferred in Step 2, page 70).



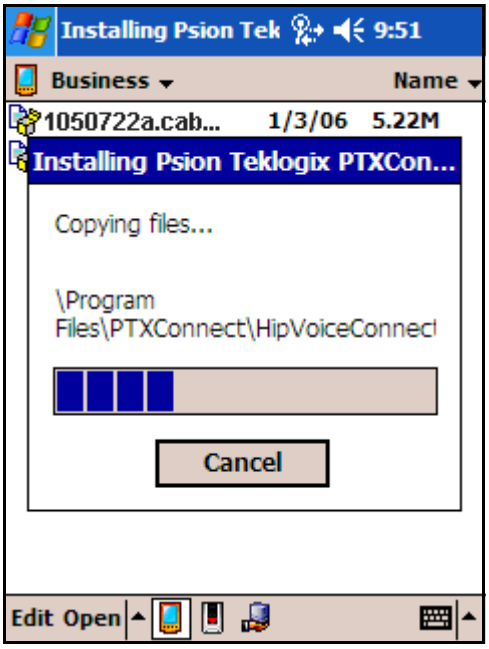

9. Click to launch the *1050722a.cab* file.




10. The file will automatically install and go back to the next screen.



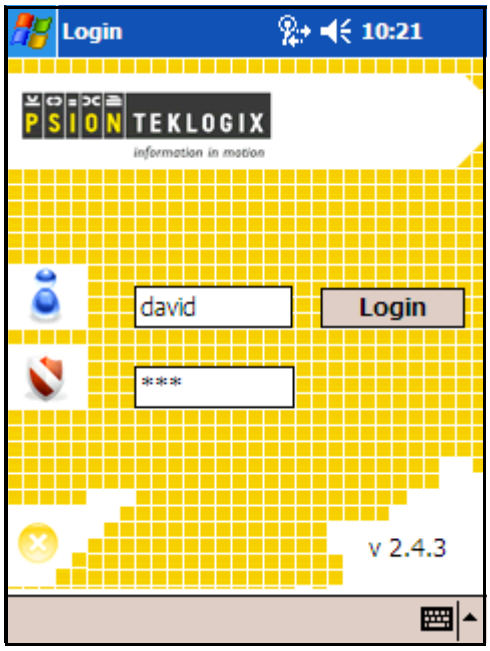

11. Click to launch the *1050721a.cab* file.

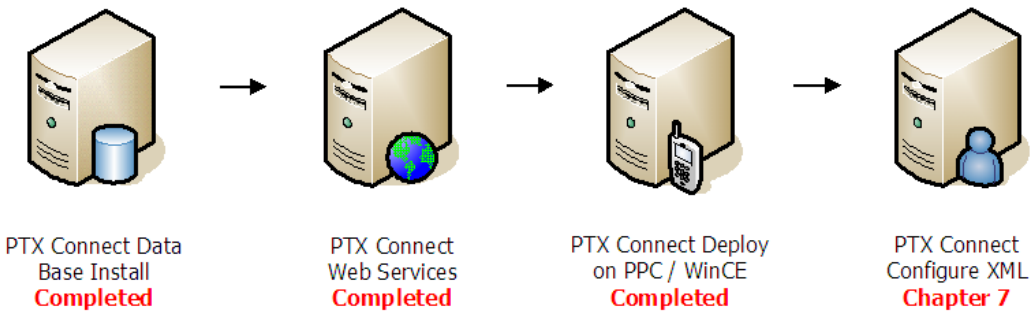



12. PTX Connect will automatically install onto the device.

# 5.4 Configuring PTX Connect On Windows Mobile

You can now launch PTX Connect and you will see the following screen. Before logging in however, please make sure your configuration XML file is set correctly (see Chapter 7: “Configuring The XML File”).



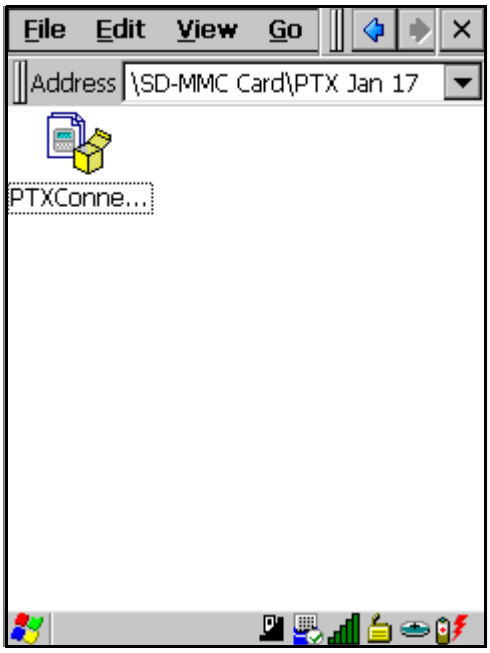



# CONFIGURING PTX CONNECT CLIENT ON A WINDOWS CE DEVICE 6

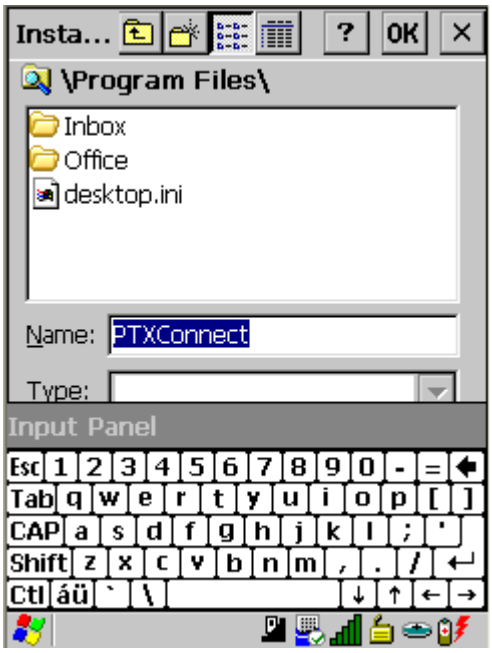
6.1 Installing PTX Connect On Windows CE. . . . . 77
6.2 Configuring The Input Panel . . . . . 78
6.3 Configuring The Keyboard . . . . . 79
6.4 Configuring Scancode Remapping Keys . . . . . 80

# 6.1 Installing PTX Connect On Windows CE

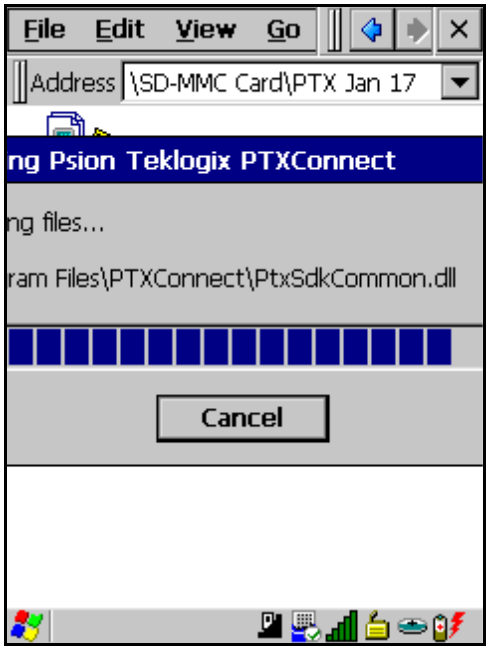
Before installing the *1050720a.cab* file (below), you will need to copy the cab file into the device, just as you did in Windows Mobile (see page 70), but instead of placing the cab file in the Business folder, place it in the root folder, as there is no Business folder in Windows CE.




1. Install the *1050720a.cab* file.

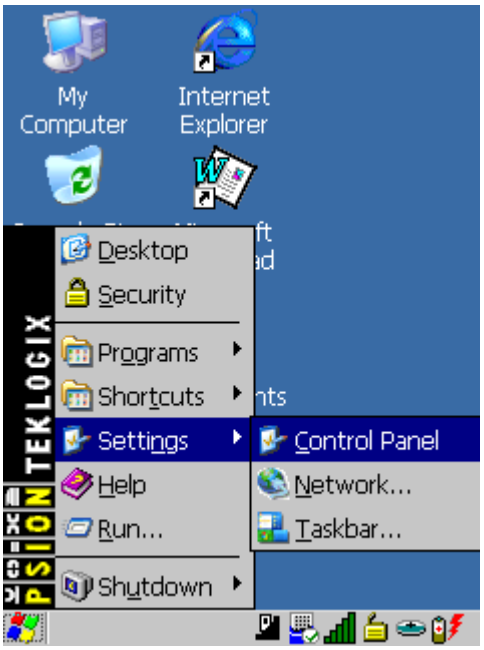



2. Click on **OK** to select the default installation.

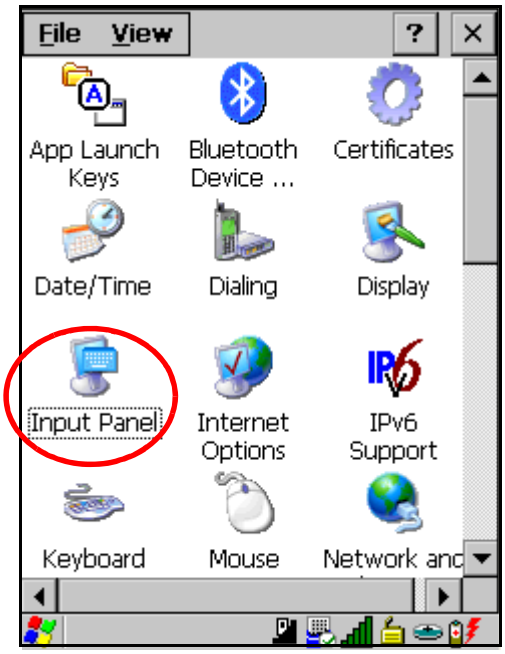



3. PTX Connect will install and add components into your device.

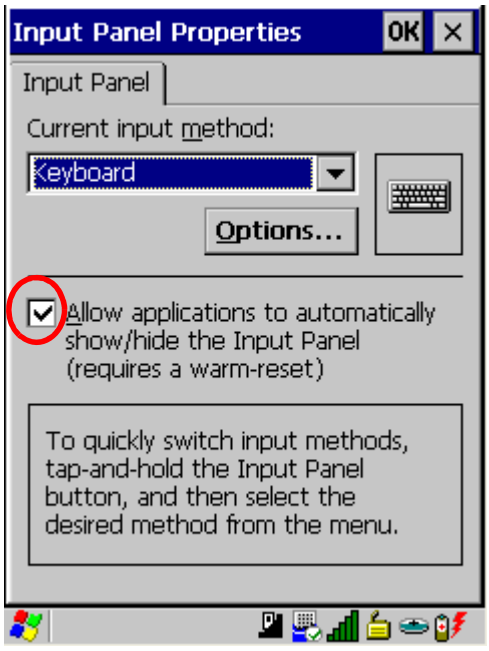
# 6.2 Configuring The Input Panel



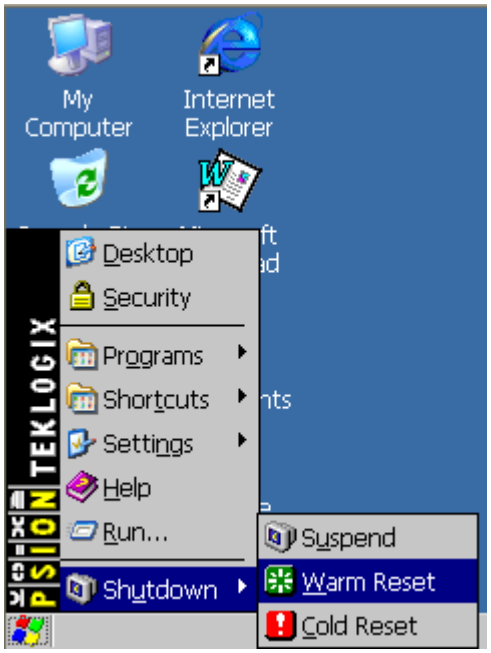

1. Click on the Windows **Start Button** > **Settings** > **Control Panel** > **Input Panel.**




2. Go to the *Input Panel*.

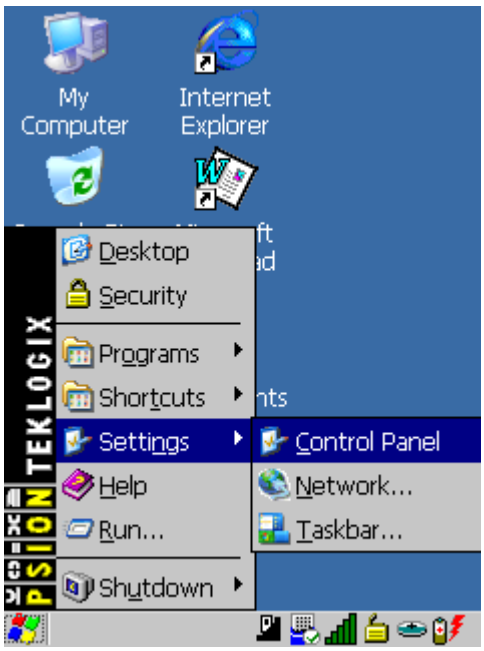

Input Panel Properties
OK
Input Panel
Current input method:
Keyboard
Options...
Allow applications to automatically show/hide the Input Panel (requires a warm-reset)
To quickly switch input methods, tap-and-hold the Input Panel button, and then select the desired method from the menu.

3. Make sure the checkbox IS CHECKED. Click on **OK** to save the changes.

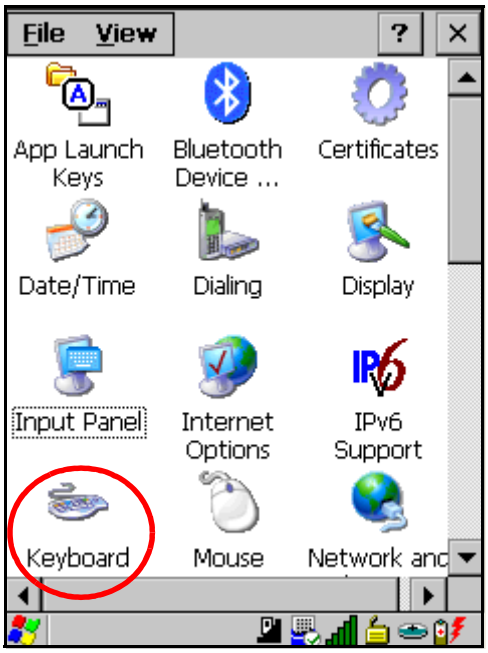



4. You must **Warm Reset** the device to continue. You may get the message: “ALL UNSAVED DATA WILL BE LOST”. Just click on **OK** to warm reset the device.

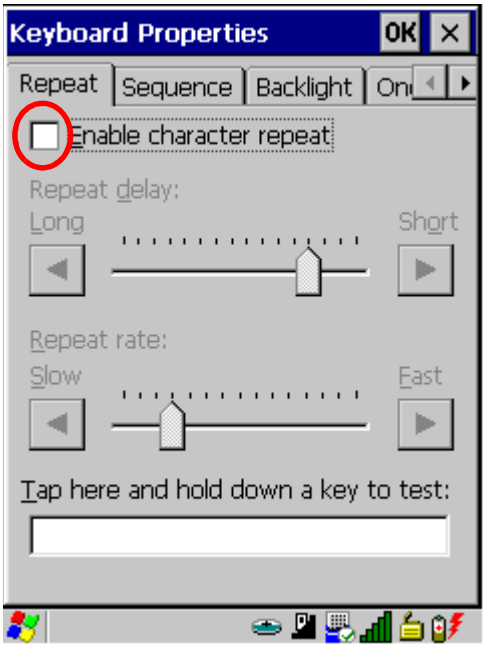
# 6.3 Configuring The Keyboard



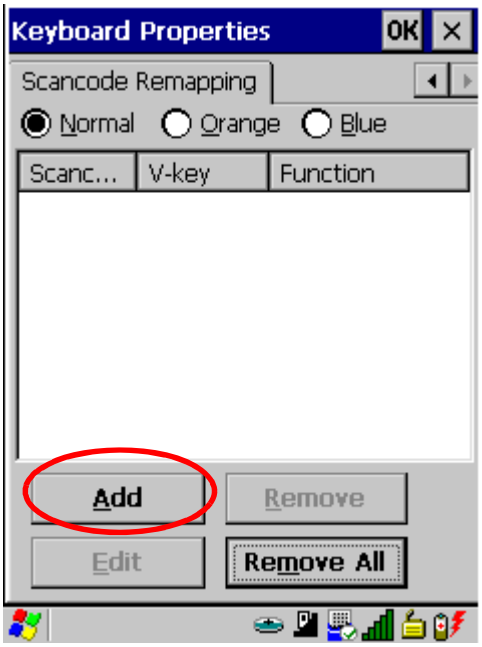

1. We will need to go back to the *Control Panel* again.




2. Select the **Keyboard** option.

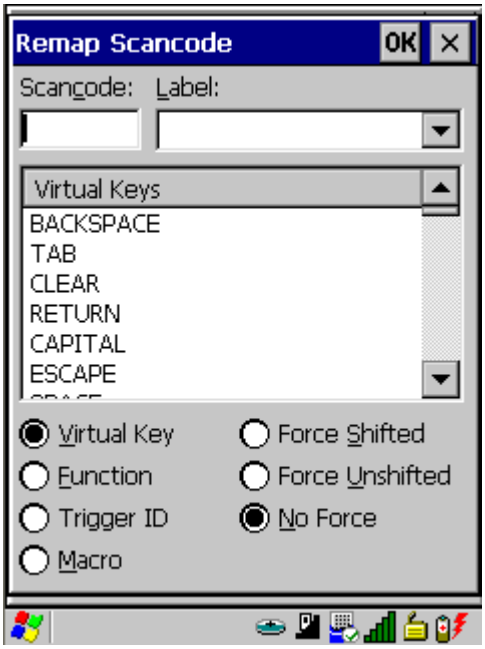



3. Make sure the checkbox is NOT CHECKED.

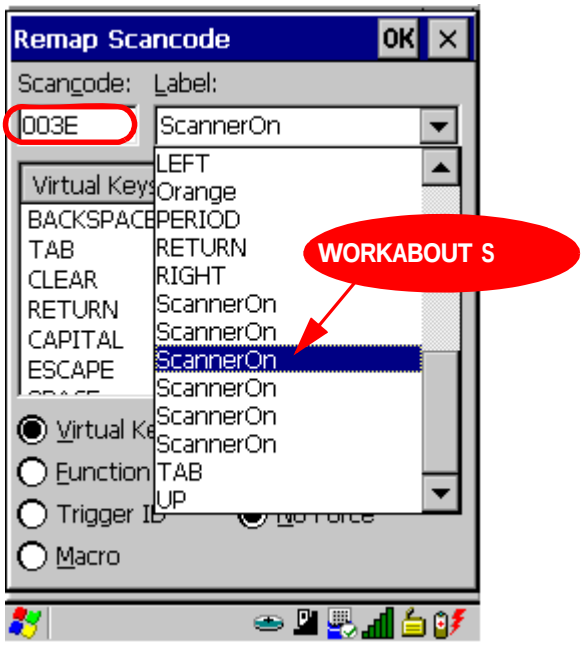



4. Click on the **right arrow** until you come to the *Scancode Remapping* tab. Click on **Add**.

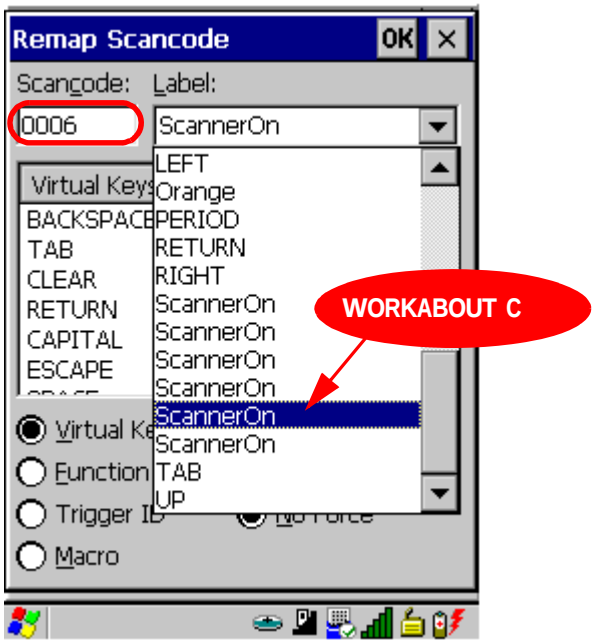
# 6.4 Configuring Scancode Remapping Keys



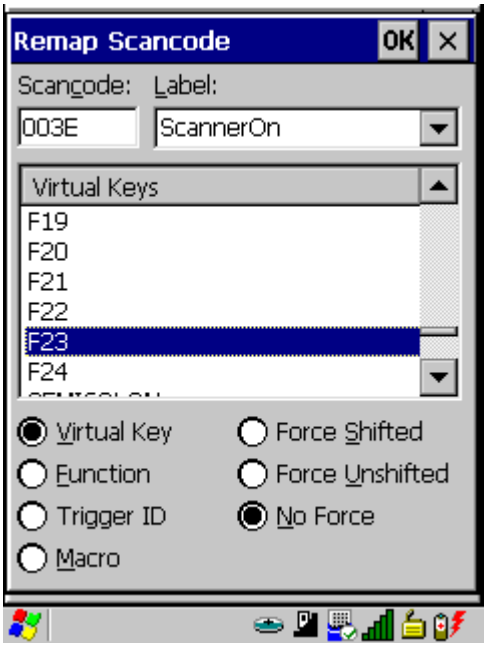

1. After clicking on the **Add** button you will see this screen.



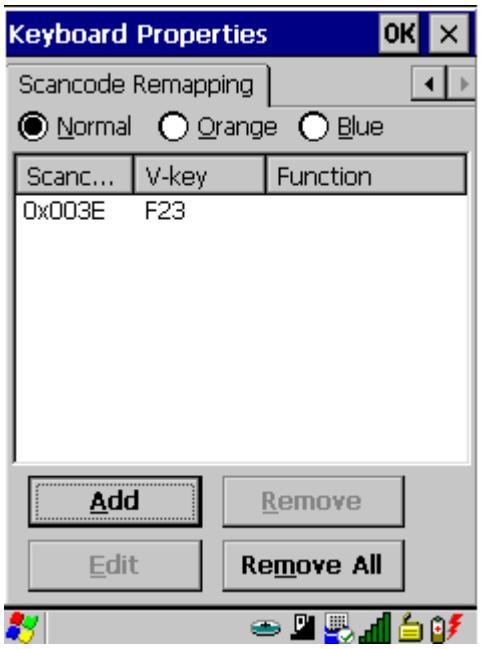

2. WORKABOUT S Units: Click on the **Label down arrow** and scroll until you see the ScannerOn that represents **Scancode 003E**. This will map the soft yellow key on the left of your terminal as your “Push to Talk and Imager” key.



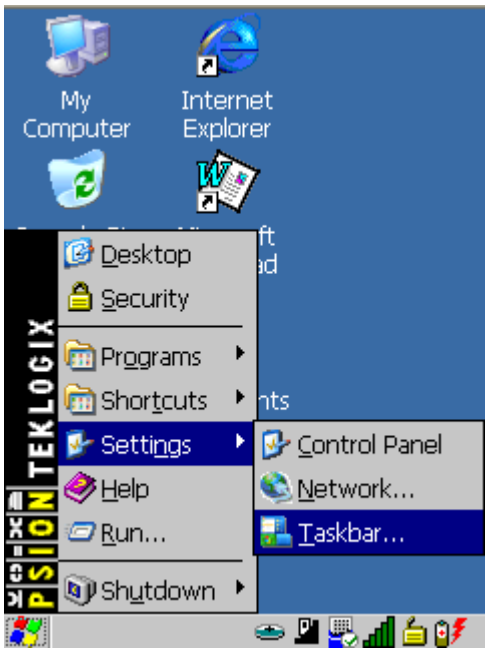

3. WORKABOUT C Units: Click on the **Label down arrow** and scroll until you see the ScannerOn that represents **Scancode 0006**. This will map the hard yellow key on the left of your terminal as your “Push to Talk and Imager” key.




4. Click on **OK** to accept the Scancode and Character Repeat settings for either the C or S unit.

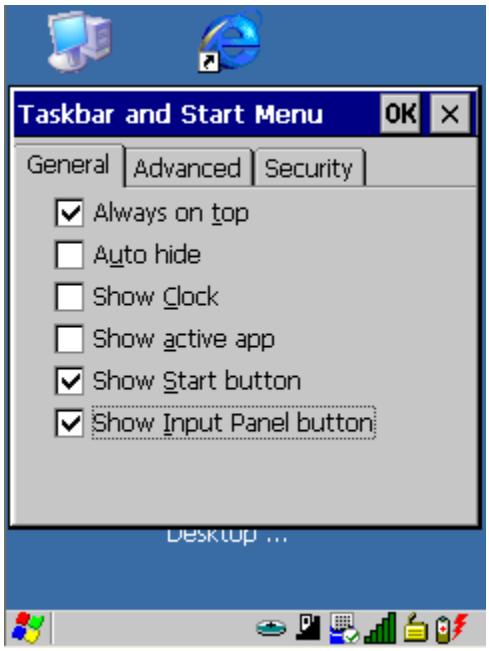


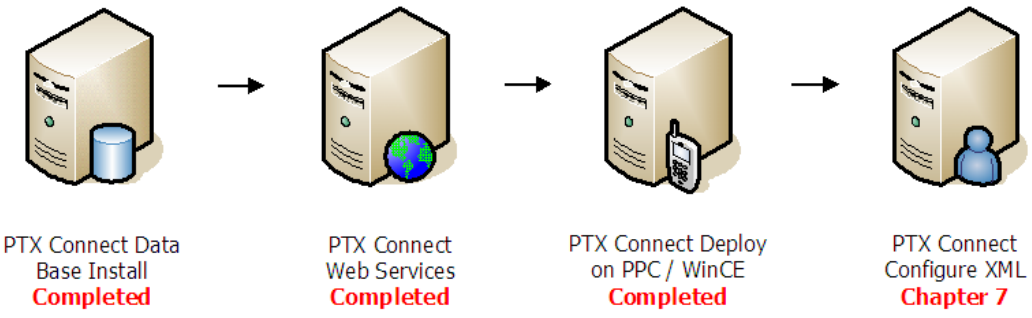

5. Click on **OK** again and close the Control Panel.




6. Go to the *Taskbar*.

7. Make sure the **Show Input Panel button** is CHECKED and click on **OK.** Then close the Control Panel.

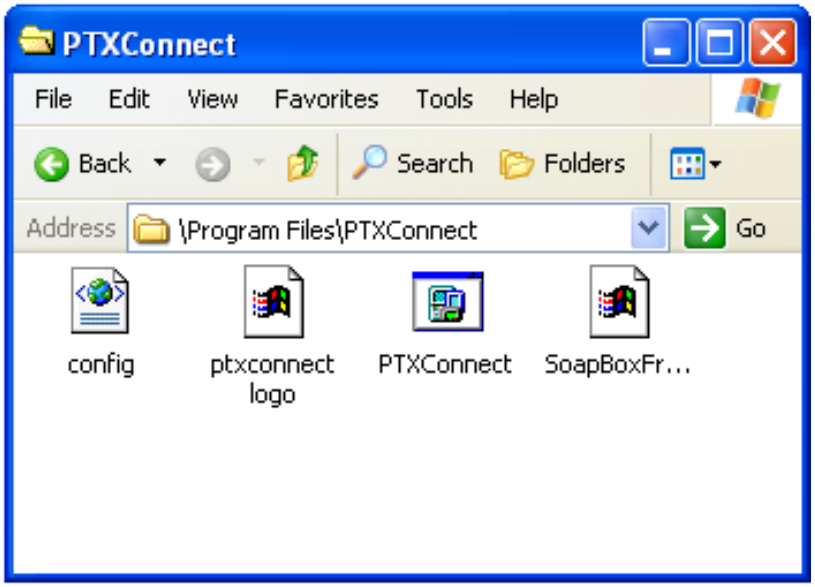


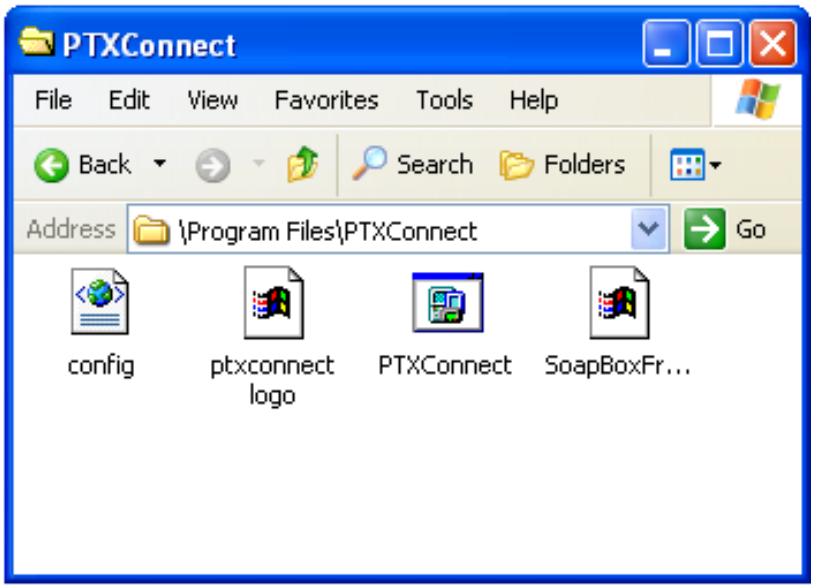
# CONFIGURING THE XML FILE 7

7.1 Configuring On Windows Mobile And Windows CE . . . . . 85
7.2 Configuring PTX Connect On Windows Mobile . . . . . 86

# 7.1 Configuring On Windows Mobile And Windows CE

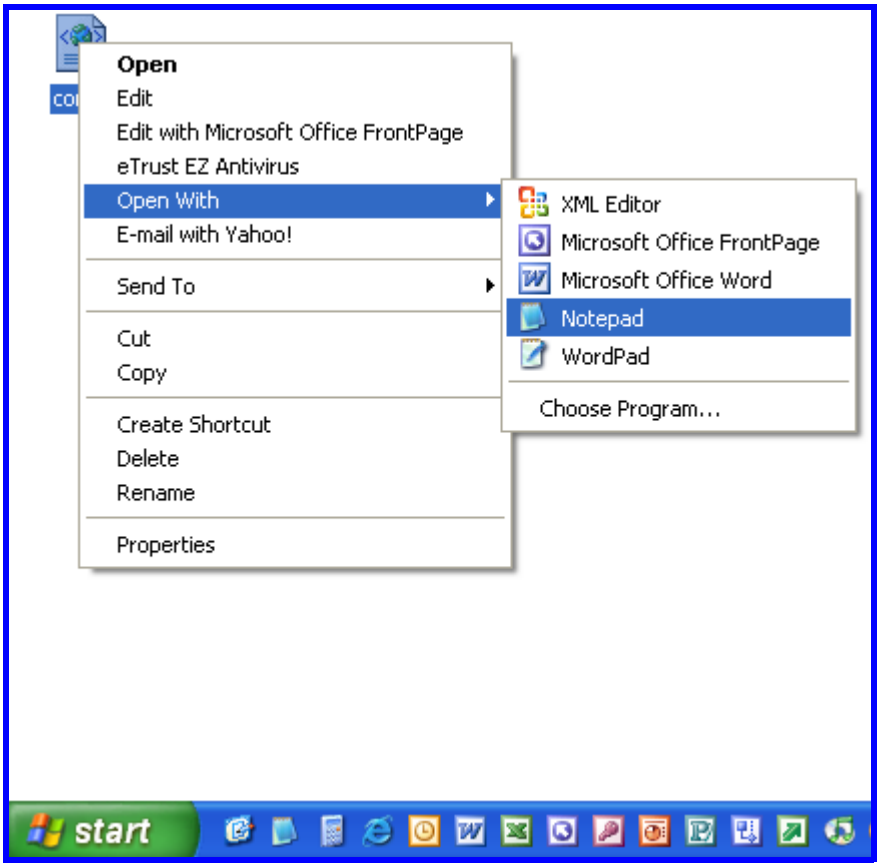



1. **Windows Mobile** — Dock your unit to your cradle and then click on **Explore > My Windows Mobile > Program Files > PTX Connect**.

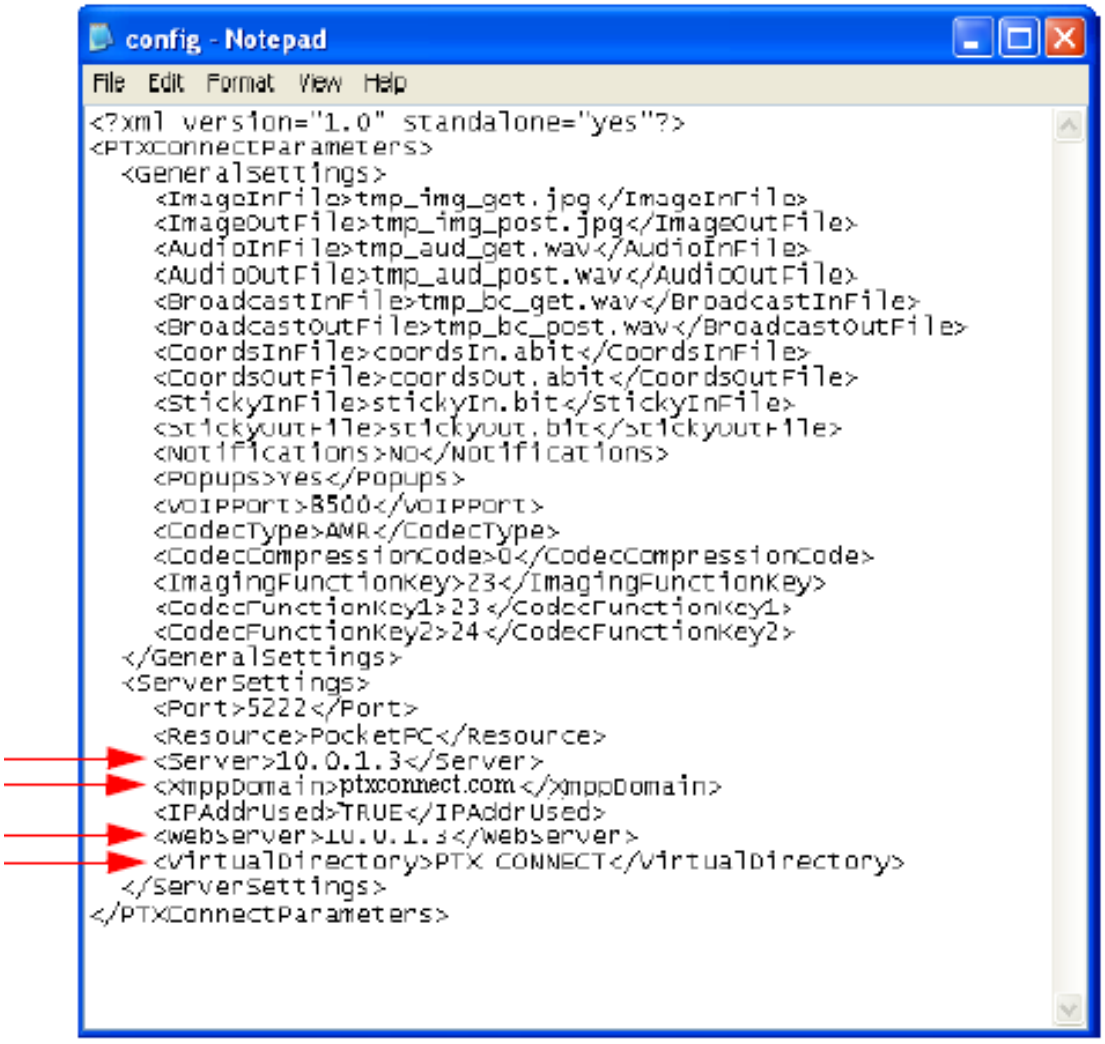



2. **Windows CE** — Dock your unit to your cradle and then click on **Explore > Program Files > PTX Connect**.

# 7.2 Configuring PTX Connect On Windows Mobile




1. On your computer desktop, right-click on the **config.xml** file and click on **Open With** > **Notepad**.



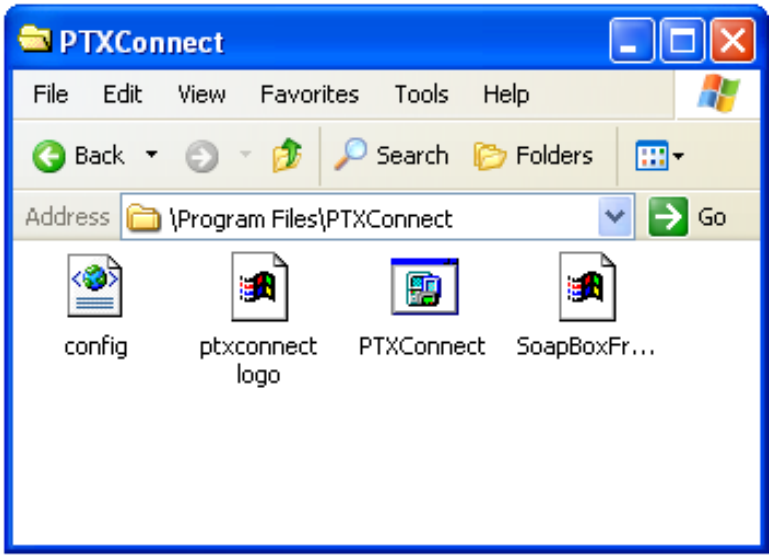

2. You will only need to update four settings in the XML file. Once you do, save a copy and re-flash it into other units.

   For the ***Server*** value, enter the IP Address of the server on which you installed the SoapBox Server 2005.

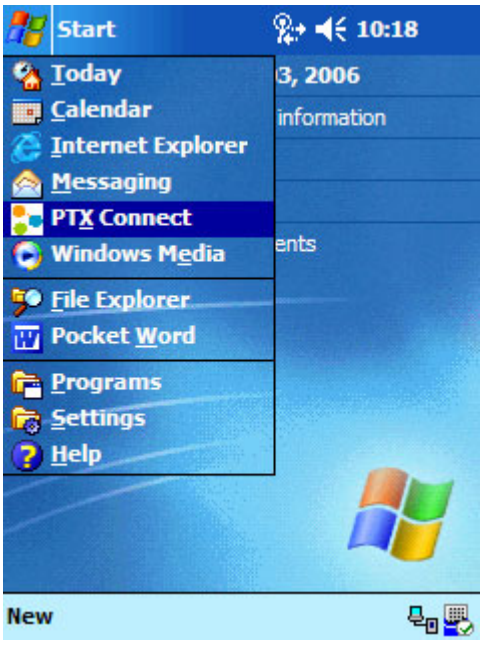
   For the ***XmppDomain***, enter “ptxconnect.com”. But, if you selected a different domain name during your SoapBox Server installation, enter that name instead.

   The value for ***WebServer*** should be the same IP Address as that for the SERVER.

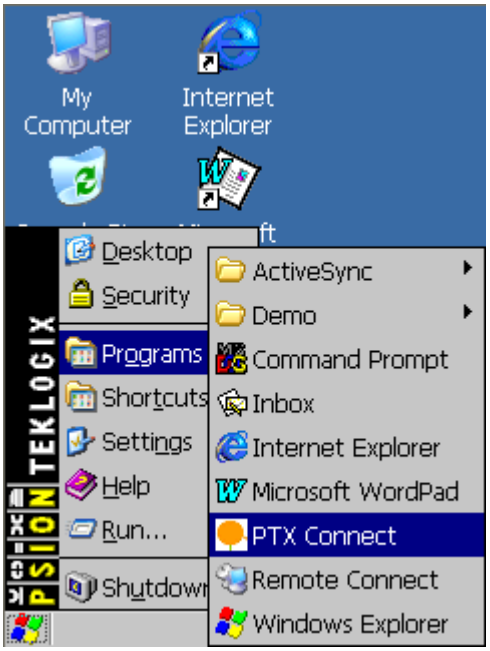
   For your ***VirtualDirectory***, enter “PTX Connect” only if you accepted the defaults and recommendations when installing your Web Services. If you changed the Virtual Directory name, enter that name here.



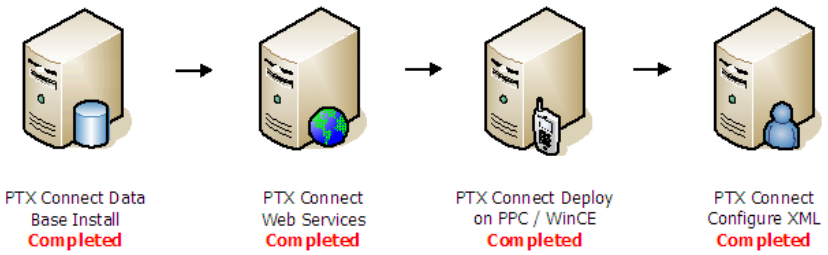

3. Once you have updated the four variables, use ActiveSync® to save it back into the PTX Connect folder.




4. Launch PTX Connect by clicking on the **Start** button.




5. You can launch PTX Connect by going to the *Programs* directory.



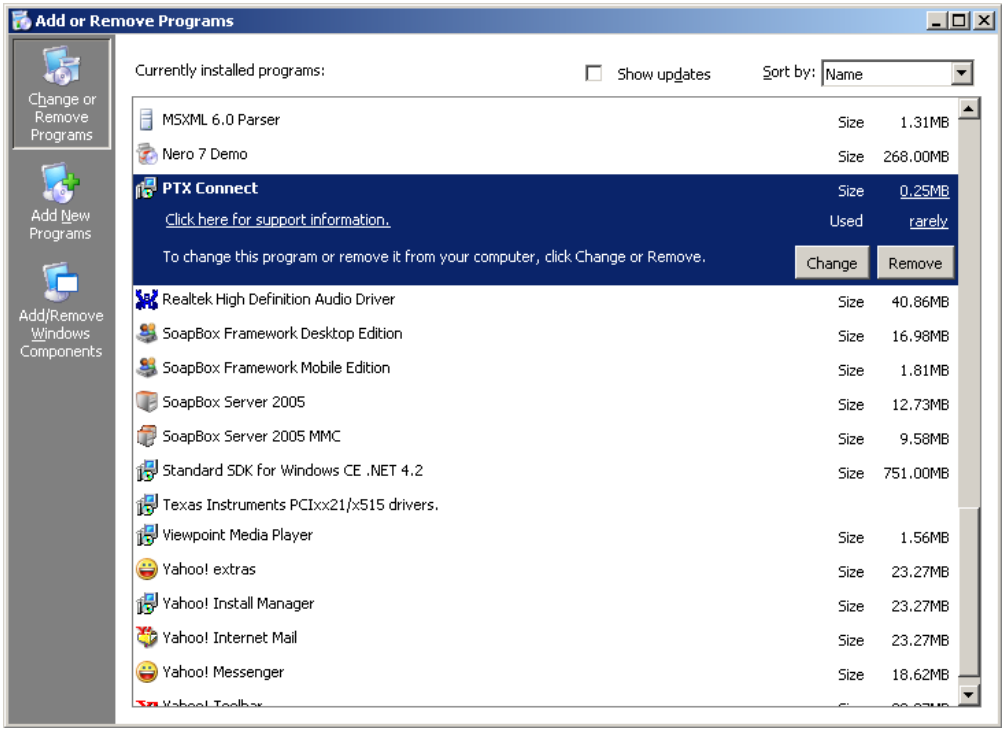
# UNINSTALLING PTX CONNECT 8

8.1 Uninstalling The Enterprise Server . . . . . 91
8.2 Uninstalling The Commercial Server . . . . . 99

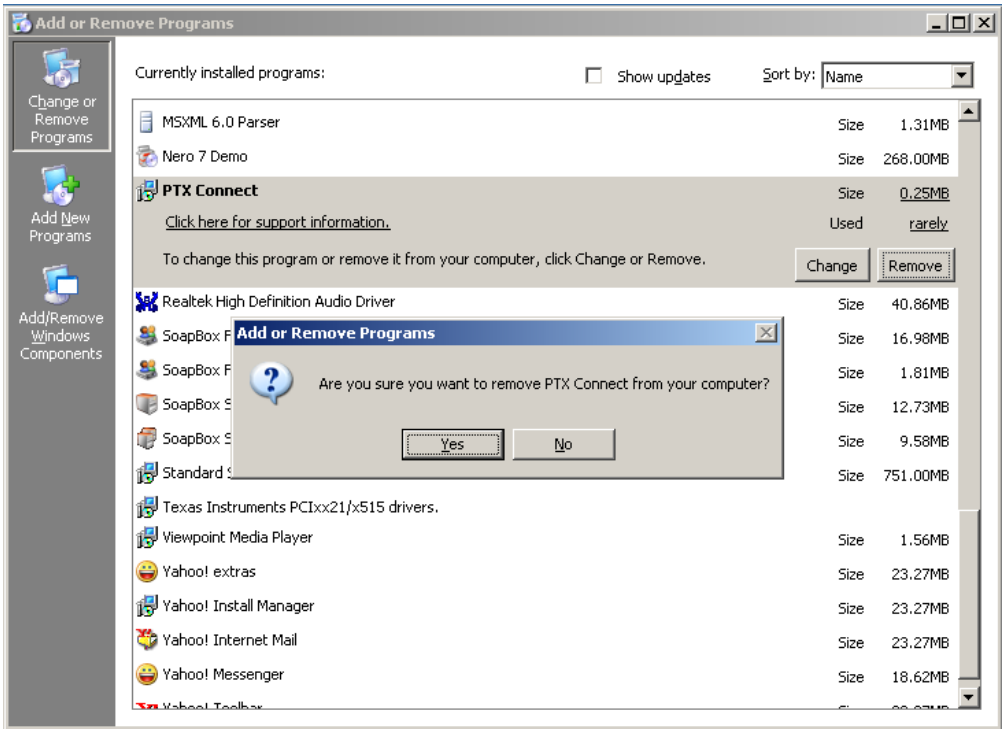
# 8.1 Uninstalling The Enterprise Server

1. Before proceeding to uninstall PTX Connect, you must back up your messages and data to a secure location. All messages and data stored on the PTX Connect server can be found in the folder: **...\Inetpub\wwwroot\PTX Connect**.

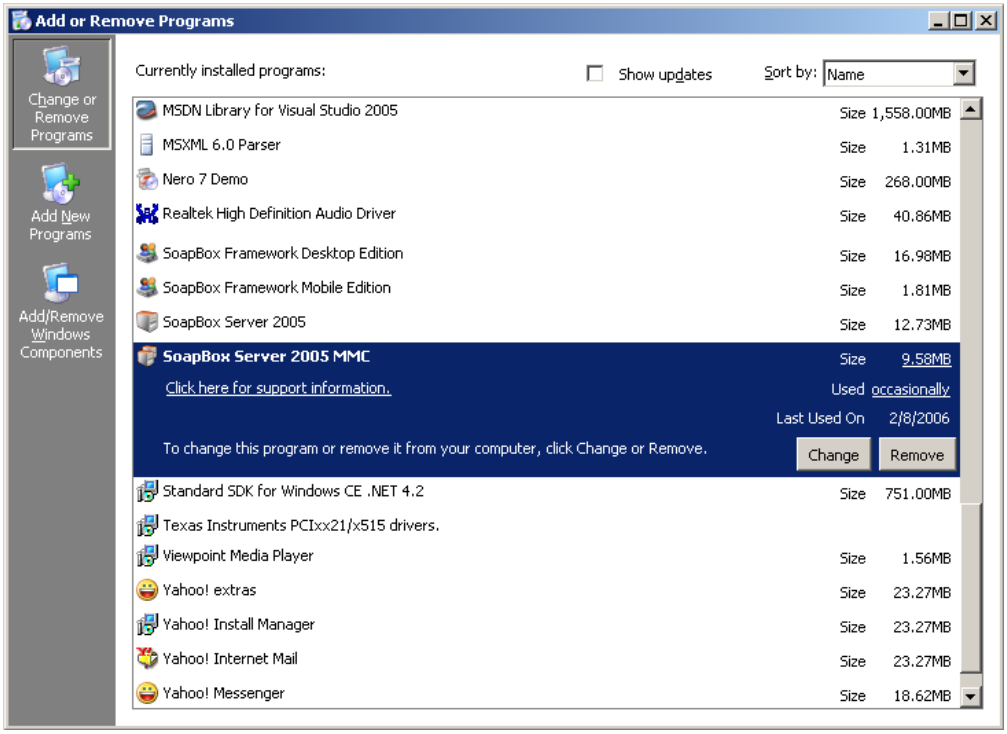
***Important:*** ***All messages and data stored in the folder ...\Inetpub\wwwroot\PTX Connect will be deleted entirely as part of the uninstall.***


Add or Remove Programs
Change or Remove Programs
Add New Programs
Add/Remove Windows Components
Currently installed programs:
Show updates
Sort by: Name
MSXML 6.0 Parser Size 1.31MB
Nero 7 Demo Size 268.00MB
PTX Connect Size 0.25MB
Click here for support information. Used rarely
To change this program or remove it from your computer, click Change or Remove.
Change
Remove
Realtek High Definition Audio Driver Size 40.86MB
SoapBox Framework Desktop Edition Size 16.98MB
SoapBox Framework Mobile Edition Size 1.81MB
SoapBox Server 2005 Size 12.73MB
SoapBox Server 2005 MMC Size 9.58MB
Standard SDK for Windows CE .NET 4.2 Size 751.00MB
Texas Instruments PCIxx21/x515 drivers.
Viewpoint Media Player Size 1.56MB
Yahoo! extras Size 23.27MB
Yahoo! Install Manager Size 23.27MB
Yahoo! Internet Mail Size 23.27MB
Yahoo! Messenger Size 18.62MB

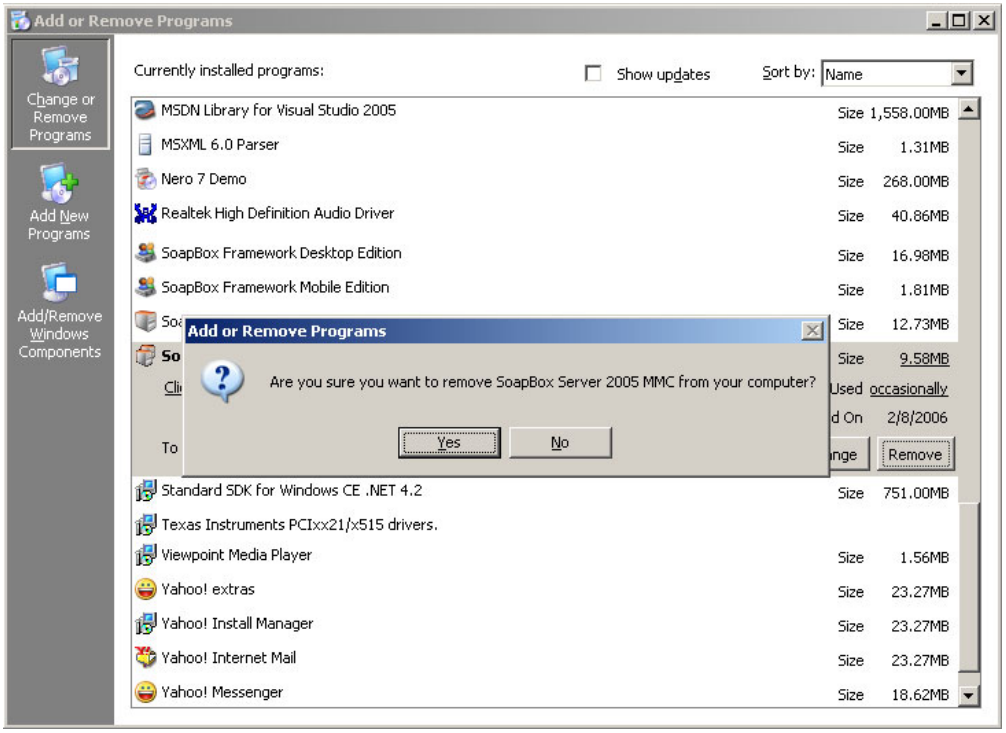
2. Go to **Control Panel > Add/Remove Programs** and find the **PTX Connect** program to uninstall it. Click on **Remove**.


Add or Remove Programs
Change or Remove Programs
Add New Programs
Add/Remove Windows Components
Currently installed programs:
Show updates
Sort by: Name
MSXML 6.0 Parser Size 1.31MB
Nero 7 Demo Size 268.00MB
PTX Connect Size 0.25MB
Click here for support information. Used rarely
To change this program or remove it from your computer, click Change or Remove.
Change Remove
Realtek High Definition Audio Driver Size 40.86MB
SoapBox F Size 16.98MB
SoapBox F Size 1.81MB
SoapBox S Size 12.73MB
SoapBox S Size 9.58MB
Standard S Size 751.00MB
Add or Remove Programs
Are you sure you want to remove PTX Connect from your computer?
Yes
No
Texas Instruments PCIxx21/x515 drivers.
Viewpoint Media Player Size 1.56MB
Yahoo! extras Size 23.27MB
Yahoo! Install Manager Size 23.27MB
Yahoo! Internet Mail Size 23.27MB
Yahoo! Messenger Size 18.62MB

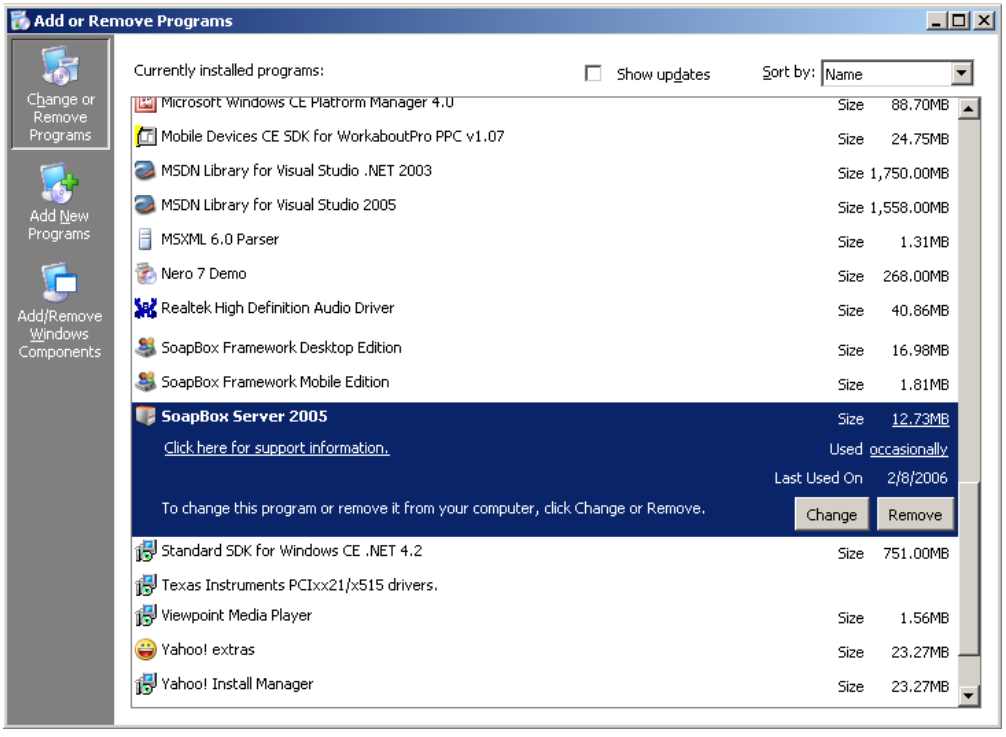
3. Click on **Yes**.


Add or Remove Programs
Change or Remove Programs
Add New Programs
Add/Remove Windows Components
Currently installed programs:
Show updates
Sort by: Name
MSDN Library for Visual Studio 2005 Size 1,558.00MB
MSXML 6.0 Parser Size 1.31MB
Nero 7 Demo Size 268.00MB
Realtek High Definition Audio Driver Size 40.86MB
SoapBox Framework Desktop Edition Size 16.98MB
SoapBox Framework Mobile Edition Size 1.81MB
SoapBox Server 2005 Size 12.73MB
SoapBox Server 2005 MMC Size 9.58MB
Click here for support information. Used occasionally
Last Used On 2/8/2006
To change this program or remove it from your computer, click Change or Remove.
Change Remove
Standard SDK for Windows CE .NET 4.2 Size 751.00MB
Texas Instruments PCIxx21/x515 drivers.
Viewpoint Media Player Size 1.56MB
Yahoo! extras Size 23.27MB
Yahoo! Install Manager Size 23.27MB
Yahoo! Internet Mail Size 23.27MB
Yahoo! Messenger Size 18.62MB

4. Find the **SoapBox Server 2005 MMC** program to uninstall it. Click on **Remove**.


Add or Remove Programs
Change or Remove Programs
Add New Programs
Add/Remove Windows Components
Currently installed programs:
Show updates
Sort by: Name
MSDN Library for Visual Studio 2005 Size 1,558.00MB
MSXML 6.0 Parser Size 1.31MB
Nero 7 Demo Size 268.00MB
Realtek High Definition Audio Driver Size 40.86MB
SoapBox Framework Desktop Edition Size 16.98MB
SoapBox Framework Mobile Edition Size 1.81MB
Size 12.73MB
Size 9.58MB
Used occasionally
d On 2/8/2006
Remove
Add or Remove Programs
Are you sure you want to remove SoapBox Server 2005 MMC from your computer?
Yes
No
Standard SDK for Windows CE .NET 4.2 Size 751.00MB
Texas Instruments PCIxx21/x515 drivers.
Viewpoint Media Player Size 1.56MB
Yahoo! extras Size 23.27MB
Yahoo! Install Manager Size 23.27MB
Yahoo! Internet Mail Size 23.27MB
Yahoo! Messenger Size 18.62MB

5. Click on **Yes**.


Add or Remove Programs
Change or Remove Programs
Add New Programs
Add/Remove Windows Components
Currently installed programs:
Show updates
Sort by: Name
Microsoft Windows CE Platform Manager 4.0 Size 88.70MB
Mobile Devices CE SDK for WorkaboutPro PPC v1.07 Size 24.75MB
MSDN Library for Visual Studio .NET 2003 Size 1,750.00MB
MSDN Library for Visual Studio 2005 Size 1,558.00MB
MSXML 6.0 Parser Size 1.31MB
Nero 7 Demo Size 268.00MB
Realtek High Definition Audio Driver Size 40.86MB
SoapBox Framework Desktop Edition Size 16.98MB
SoapBox Framework Mobile Edition Size 1.81MB
SoapBox Server 2005 Size 12.73MB
Click here for support information.
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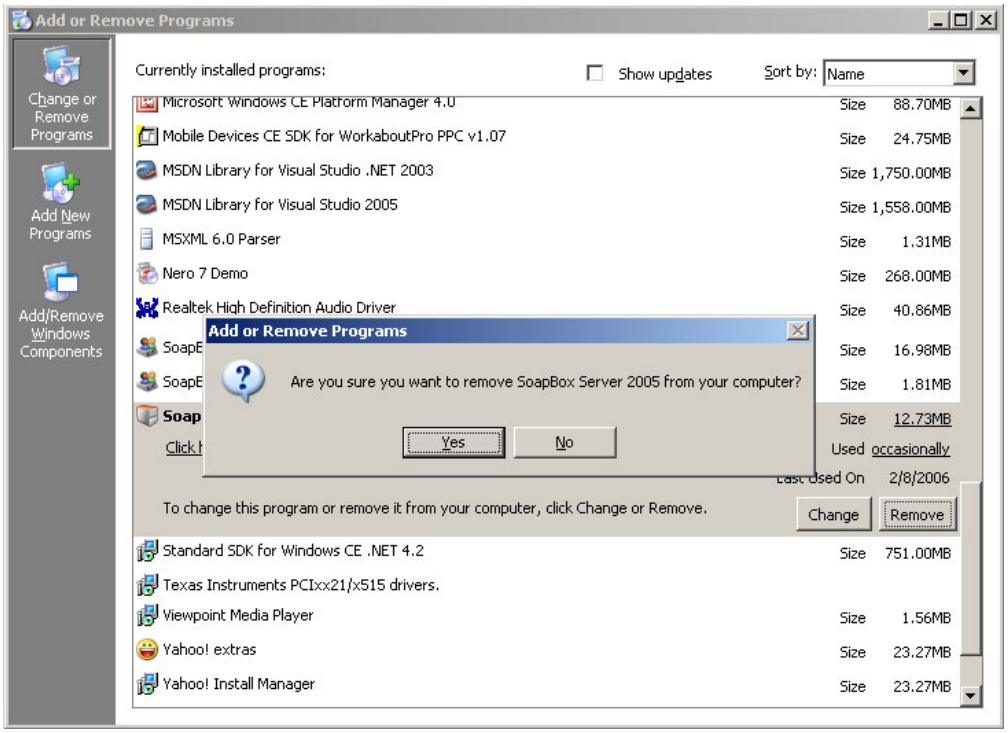
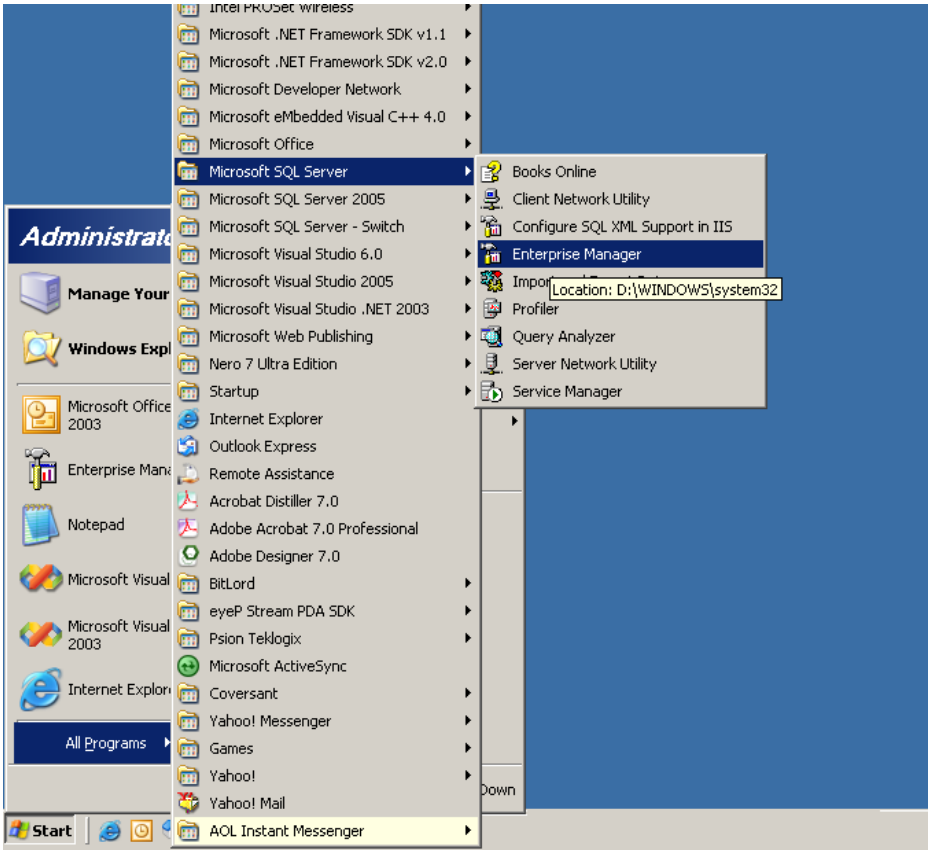
To change this program or remove it from your computer, click Change or Remove.
Change
Remove
Standard SDK for Windows CE .NET 4.2 Size 751.00MB
Texas Instruments PCIxx21/x515 drivers.
Viewpoint Media Player Size 1.56MB
Yahoo! extras Size 23.27MB
Yahoo! Install Manager Size 23.27MB

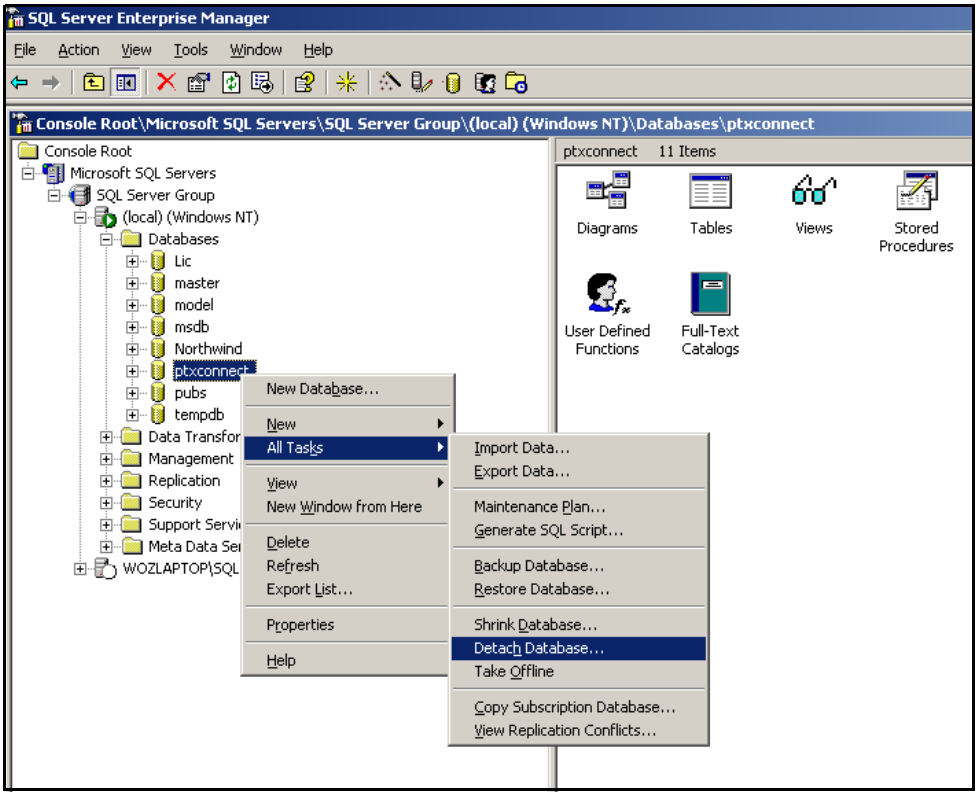
6. Find the **SoapBox Server 2005** program to uninstall it. Click on **Remove**.


Add or Remove Programs
Change or Remove Programs
Add New Programs
Add/Remove Windows Components
Currently installed programs:
Show updates
Sort by: Name
Microsoft Windows CE Platform Manager 4.0 Size 88.70MB
Mobile Devices CE SDK for WorkaboutPro PPC v1.07 Size 24.75MB
MSDN Library for Visual Studio .NET 2003 Size 1,750.00MB
MSDN Library for Visual Studio 2005 Size 1,558.00MB
MSXML 6.0 Parser Size 1.31MB
Nero 7 Demo Size 268.00MB
Realtek High Definition Audio Driver Size 40.86MB
Add or Remove Programs
Are you sure you want to remove SoapBox Server 2005 from your computer?
Yes
No
Size 16.98MB
Size 1.81MB
Size 12.73MB
Used occasionally
Last Used On 2/8/2006
To change this program or remove it from your computer, click Change or Remove.
Change
Remove
Standard SDK for Windows CE .NET 4.2 Size 751.00MB
Texas Instruments PCIxx21/x515 drivers.
Viewpoint Media Player Size 1.56MB
Yahoo! extras Size 23.27MB
Yahoo! Install Manager Size 23.27MB

7. Click on **Yes**.



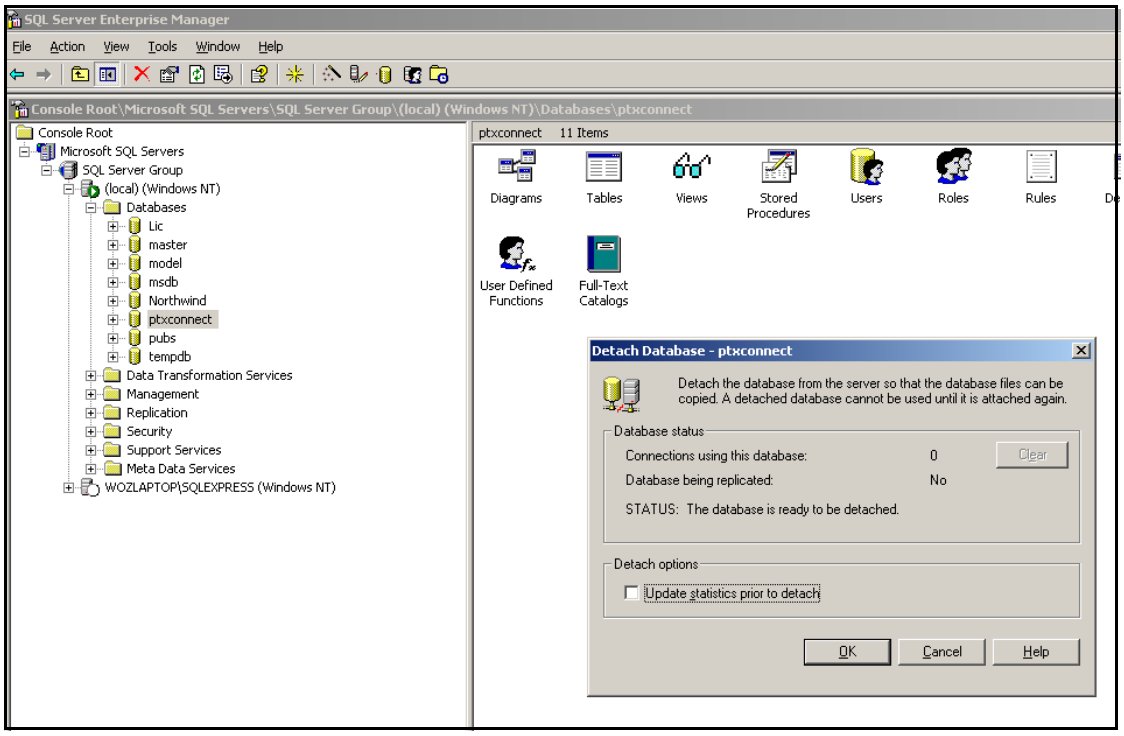

8. Go to **Start** > **All Programs** > **Microsoft SQL server** > **Enterprise Manager**.



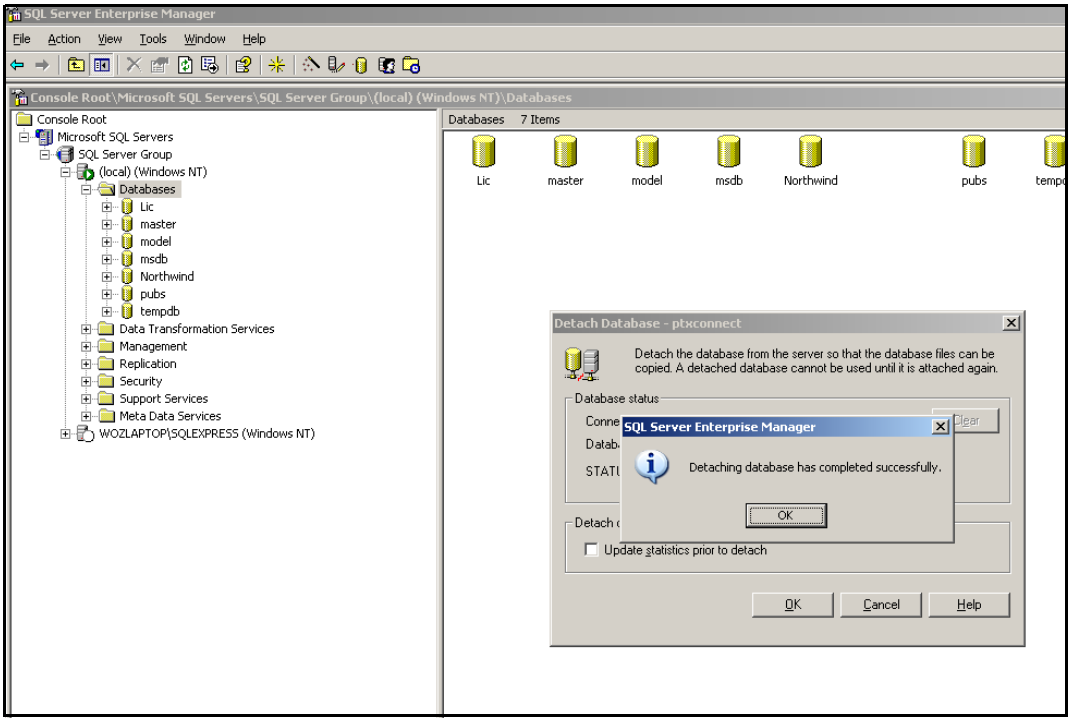

9. Expand the tree on the left side of the Enterprise Manager. You will need to find your database server (in our case it was “(local)”, but this might not always be the case).

   Expand the **Databases** node and find the **ptxconnect** database.

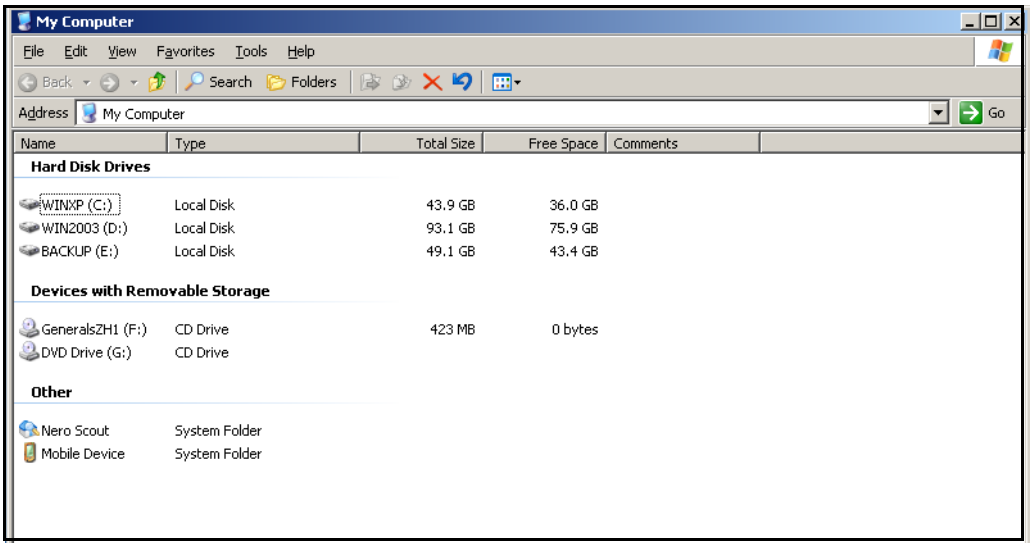
   Right-click on it and go to **All Tasks > Detach Database...** Click on it.



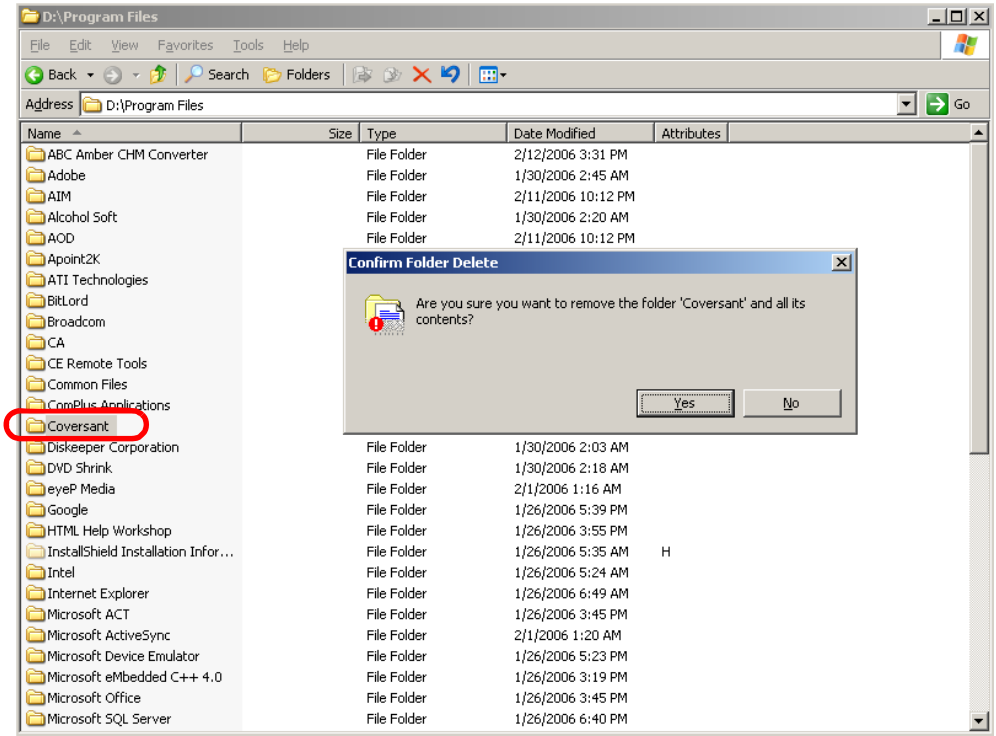

10. Keep the defaults and click on **OK**.




11. Click on **OK** when the detach is complete.

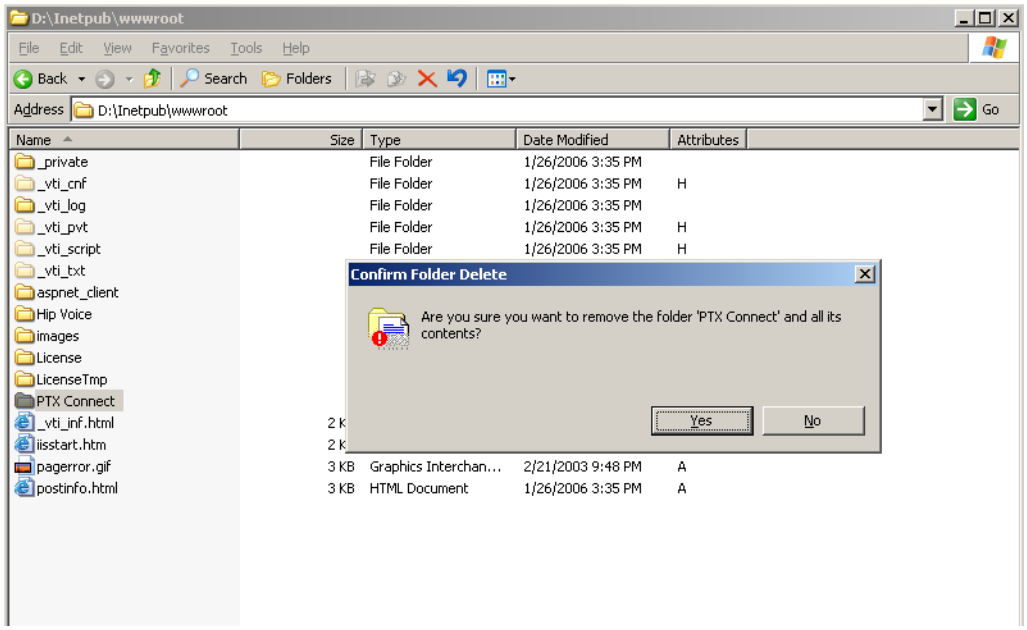

My Computer
File Edit View Favorites Tools Help
Back Search Folders
Address My Computer
Go
Name Type Total Size Free Space Comments
Hard Disk Drives
WINXP (C:) Local Disk 43.9 GB 36.0 GB
WIN2003 (D:) Local Disk 93.1 GB 75.9 GB
BACKUP (E:) Local Disk 49.1 GB 43.4 GB
Devices with Removable Storage
GeneralsZH1 (F:) CD Drive 423 MB 0 bytes
DVD Drive (G:) CD Drive
Other
Nero Scout System Folder
Mobile Device System Folder

12. Go to **My Computer**.


D:\Program Files
File Edit View Favorites Tools Help
Back Search Folders
Address D:\Program Files
Go
Name Size Type Date Modified Attributes
ABC Amber CHM Converter File Folder 2/12/2006 3:31 PM
Adobe File Folder 1/30/2006 2:45 AM
AIM File Folder 2/11/2006 10:12 PM
Alcohol Soft File Folder 1/30/2006 2:20 AM
AOD File Folder 2/11/2006 10:12 PM
Apoint2K
ATI Technologies
BitLord
Broadcom
CA
CE Remote Tools
Common Files
ComPlus Applications
Coversant
Diskeeper Corporation File Folder 1/30/2006 2:03 AM
DVD Shrink File Folder 1/30/2006 2:18 AM
eyeP Media File Folder 2/1/2006 1:16 AM
Google File Folder 1/26/2006 5:39 PM
HTML Help Workshop File Folder 1/26/2006 3:55 PM
InstallShield Installation Infor... File Folder 1/26/2006 5:35 AM H
Intel File Folder 1/26/2006 5:24 AM
Internet Explorer File Folder 1/26/2006 6:49 AM
Microsoft ACT File Folder 1/26/2006 3:45 PM
Microsoft ActiveSync File Folder 2/1/2006 1:20 AM
Microsoft Device Emulator File Folder 1/26/2006 5:23 PM
Microsoft eMbedded C++ 4.0 File Folder 1/26/2006 3:19 PM
Microsoft Office File Folder 1/26/2006 3:45 PM
Microsoft SQL Server File Folder 1/26/2006 6:40 PM
Confirm Folder Delete
Are you sure you want to remove the folder 'Coversant' and all its contents?
Yes
No

13. Navigate to your **Program Files** directory and locate the **Coversant** directory. Select the directory and then press **[SHIFT]** + **[DELETE]**. Click on **YES** to confirm.

***Note:*** *If you did not install the database into the default location as recommended in the installation procedures, then you will have to find the database files and delete them manually.*




14. Navigate to your **Inetpub\wwwroot** directory and locate the **PTX Connect** directory. Select the directory and then press **[SHIFT]** + **[DELETE]**. Click on **YES** to confirm. You have completed uninstalling the PTX Enterprise Server.

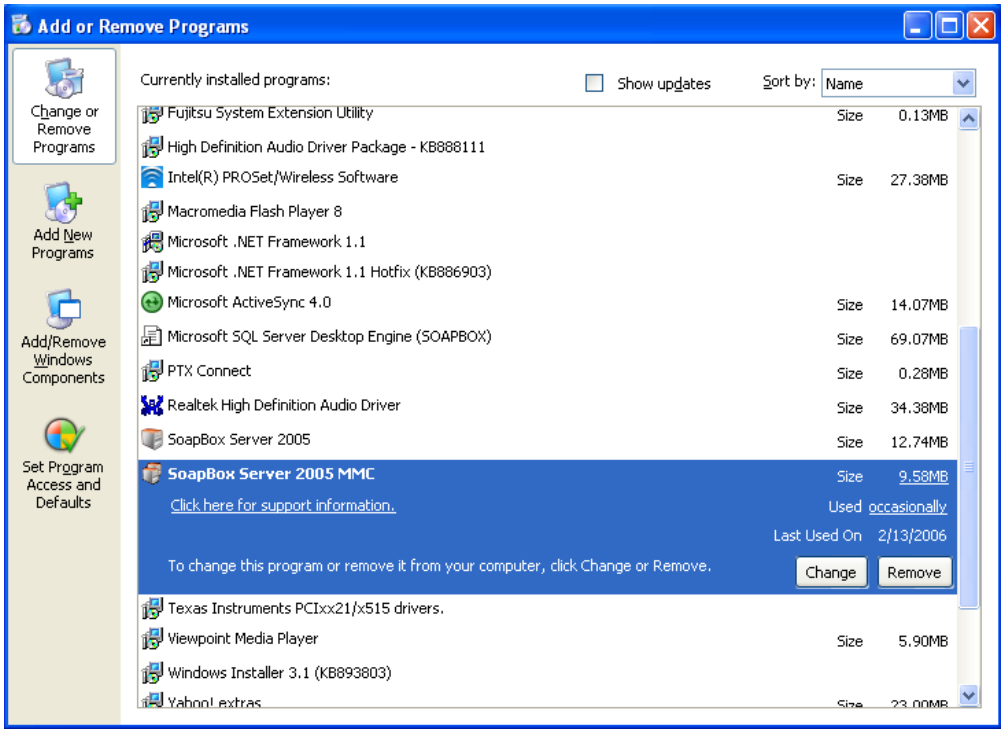
***Note:*** *If you installed **PTX Connect** into a different Virtual Directory, delete the directory with that name.*

*(When you installed PTX Connect Web Services, it asked for a Virtual Directory. The default is "PTX Connect", but you had the option to change that. Sometimes when you uninstall PTX Connect Web Services the Virtual Directory may be automatically deleted (depending on your IIS settings), but if it is not, then you should make sure you delete it now.)*

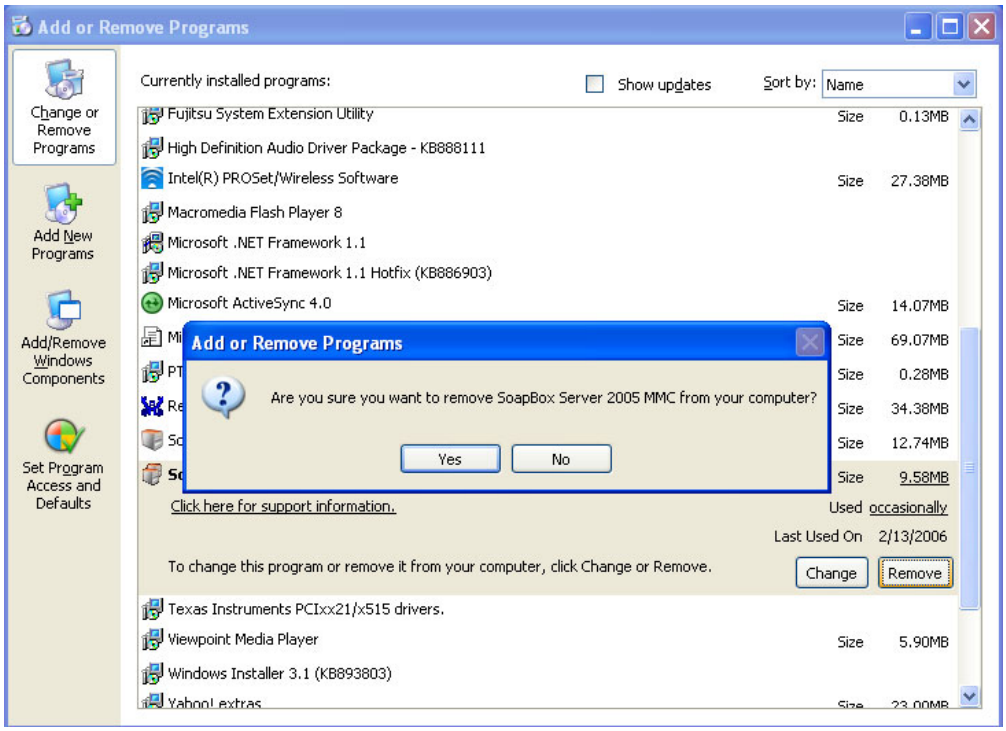
# 8.2 Uninstalling The Commercial Server

1. Before proceeding to uninstall PTX Connect, you must back up your messages and data to a secure location. All messages and data stored on the PTX Connect server can be found in the folder: **...\Inetpub\wwwroot\PTX Connect**.

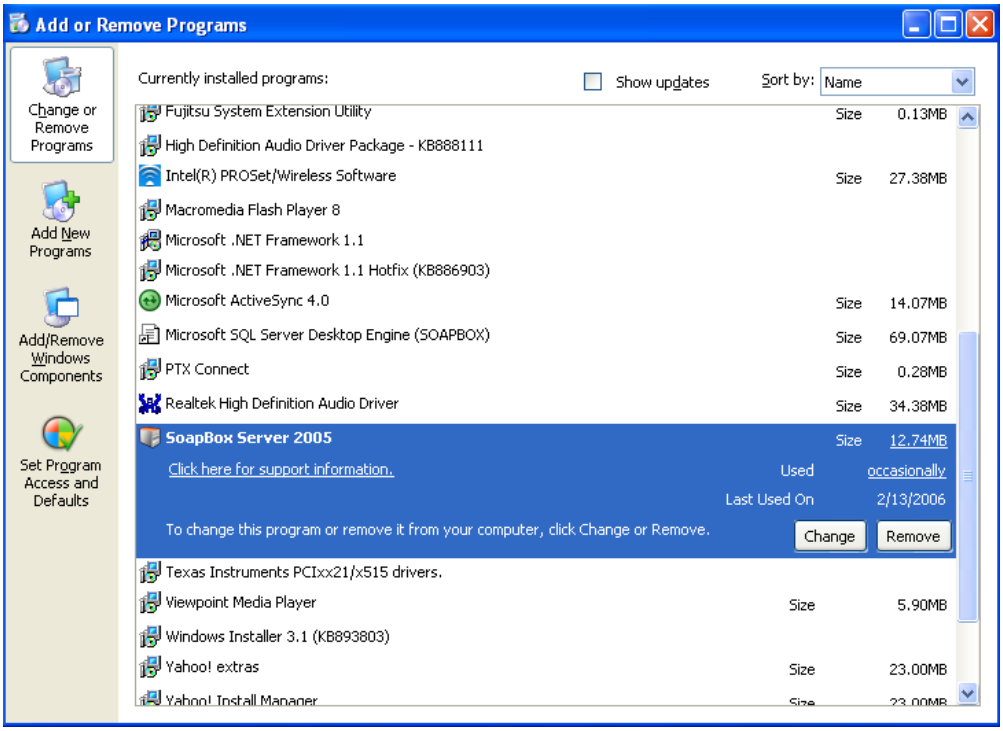
***Important:*** ***All messages and data stored in the folder ...\Inetpub\wwwroot\PTX Connect will be deleted entirely as part of the uninstall.***


Add or Remove Programs
Change or Remove Programs
Add New Programs
Add/Remove Windows Components
Set Program Access and Defaults
Currently installed programs:
Show updates
Sort by: Name
Fujitsu System Extension Utility Size 0.13MB
High Definition Audio Driver Package - KB888111
Intel(R) PROSet/Wireless Software Size 27.38MB
Macromedia Flash Player 8
Microsoft .NET Framework 1.1
Microsoft .NET Framework 1.1 Hotfix (KB886903)
Microsoft ActiveSync 4.0 Size 14.07MB
Microsoft SQL Server Desktop Engine (SOAPBOX) Size 69.07MB
PTX Connect Size 0.28MB
Realtek High Definition Audio Driver Size 34.38MB
SoapBox Server 2005 Size 12.74MB
SoapBox Server 2005 MMC Size 9.58MB
Click here for support information.
Used occasionally
Last Used On 2/13/2006
To change this program or remove it from your computer, click Change or Remove.
Change
Remove
Texas Instruments PCIxx21/x515 drivers.
Viewpoint Media Player Size 5.90MB
Windows Installer 3.1 (KB893803)
Yahoo! extras Size 23.00MB

2. Go to **Control Panel > Add/Remove Programs** and find the **SoapBox Server 2005 MMC** program to uninstall it. Click on **Remove**.


Add or Remove Programs
Change or Remove Programs
Add New Programs
Add/Remove Windows Components
Set Program Access and Defaults
Currently installed programs:
Show updates
Sort by: Name
Fujitsu System Extension Utility Size 0.13MB
High Definition Audio Driver Package - KB888111
Intel(R) PROSet/Wireless Software Size 27.38MB
Macromedia Flash Player 8
Microsoft .NET Framework 1.1
Microsoft .NET Framework 1.1 Hotfix (KB886903)
Microsoft ActiveSync 4.0 Size 14.07MB
Size 69.07MB
Size 0.28MB
Size 34.38MB
Size 12.74MB
Size 9.58MB
Add or Remove Programs
Are you sure you want to remove SoapBox Server 2005 MMC from your computer?
Yes
No
Click here for support information.
Used occasionally
Last Used On 2/13/2006
To change this program or remove it from your computer, click Change or Remove.
Change
Remove
Texas Instruments PCIxx21/x515 drivers.
Viewpoint Media Player Size 5.90MB
Windows Installer 3.1 (KB893803)

3. Click on **Yes**.


Add or Remove Programs
Change or Remove Programs
Add New Programs
Add/Remove Windows Components
Set Program Access and Defaults
Currently installed programs:
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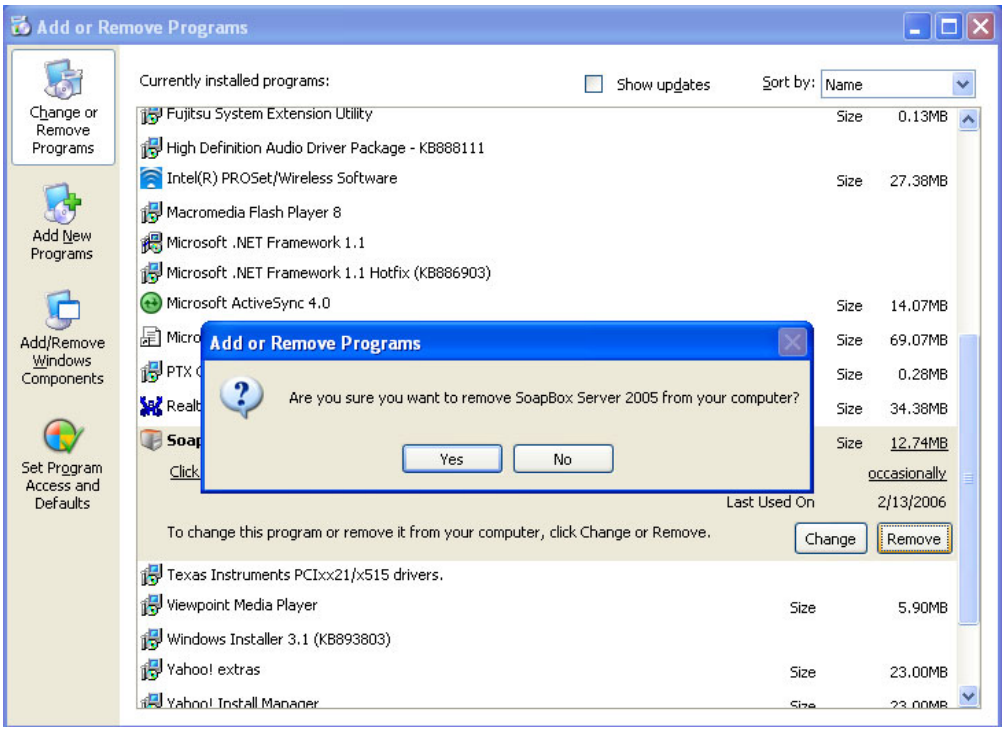
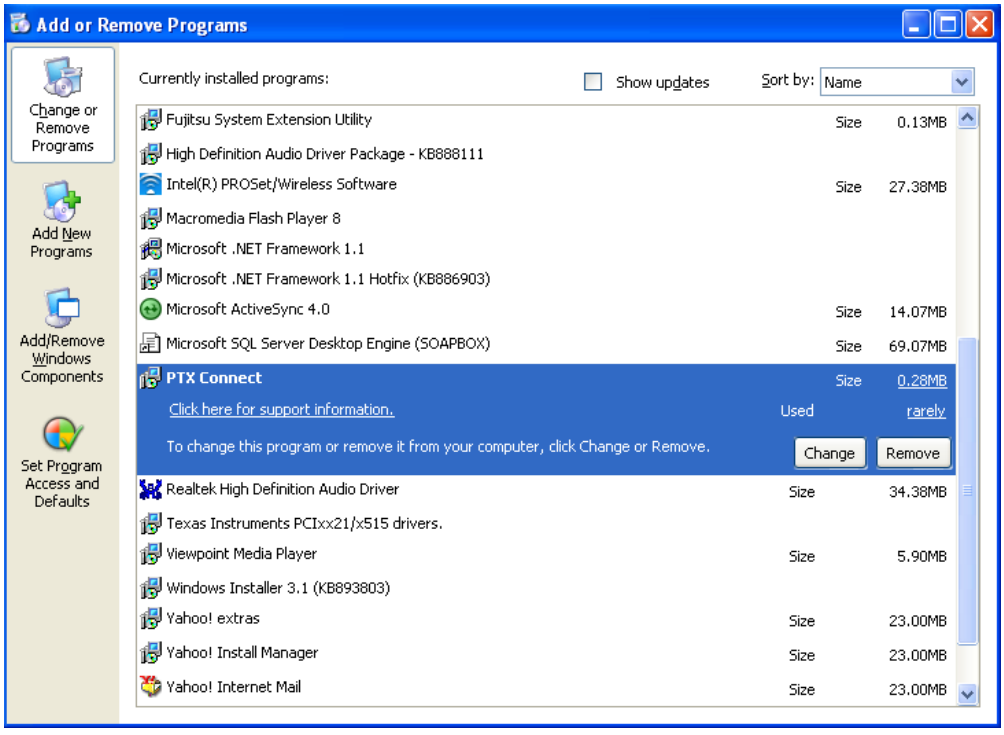
Sort by: Name
Fujitsu System Extension Utility Size 0.13MB
High Definition Audio Driver Package - KB888111
Intel(R) PROSet/Wireless Software Size 27.38MB
Macromedia Flash Player 8
Microsoft .NET Framework 1.1
Microsoft .NET Framework 1.1 Hotfix (KB886903)
Microsoft ActiveSync 4.0 Size 14.07MB
Microsoft SQL Server Desktop Engine (SOAPBOX) Size 69.07MB
PTX Connect Size 0.28MB
Realtek High Definition Audio Driver Size 34.38MB
SoapBox Server 2005 Size 12.74MB
Click here for support information.
Used occasionally
Last Used On 2/13/2006
To change this program or remove it from your computer, click Change or Remove.
Change
Remove
Texas Instruments PCIxx21/x515 drivers.
Viewpoint Media Player Size 5.90MB
Windows Installer 3.1 (KB893803)
Yahoo! extras Size 23.00MB

4. Find the **SoapBox Server 2005** program to uninstall it. Click on **Remove**.


Add or Remove Programs
Change or Remove Programs
Add New Programs
Add/Remove Windows Components
Set Program Access and Defaults
Currently installed programs:
Show updates
Sort by: Name
Fujitsu System Extension Utility Size 0.13MB
High Definition Audio Driver Package - KB888111
Intel(R) PROSet/Wireless Software Size 27.38MB
Macromedia Flash Player 8
Microsoft .NET Framework 1.1
Microsoft .NET Framework 1.1 Hotfix (KB886903)
Microsoft ActiveSync 4.0 Size 14.07MB
Size 69.07MB
PTX Size 0.28MB
Realt Size 34.38MB
Soap Size 12.74MB
Click occasionally
Last Used On 2/13/2006
To change this program or remove it from your computer, click Change or Remove.
Change
Remove
Add or Remove Programs
Are you sure you want to remove SoapBox Server 2005 from your computer?
Yes
No
Texas Instruments PCIxx21/x515 drivers.
Viewpoint Media Player Size 5.90MB
Windows Installer 3.1 (KB893803)
Yahoo! extras Size 23.00MB
Yahoo! Install Manager

5. Click on **Yes**.


Add or Remove Programs
Change or Remove Programs
Add New Programs
Add/Remove Windows Components
Set Program Access and Defaults
Currently installed programs:
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Fujitsu System Extension Utility Size 0.13MB
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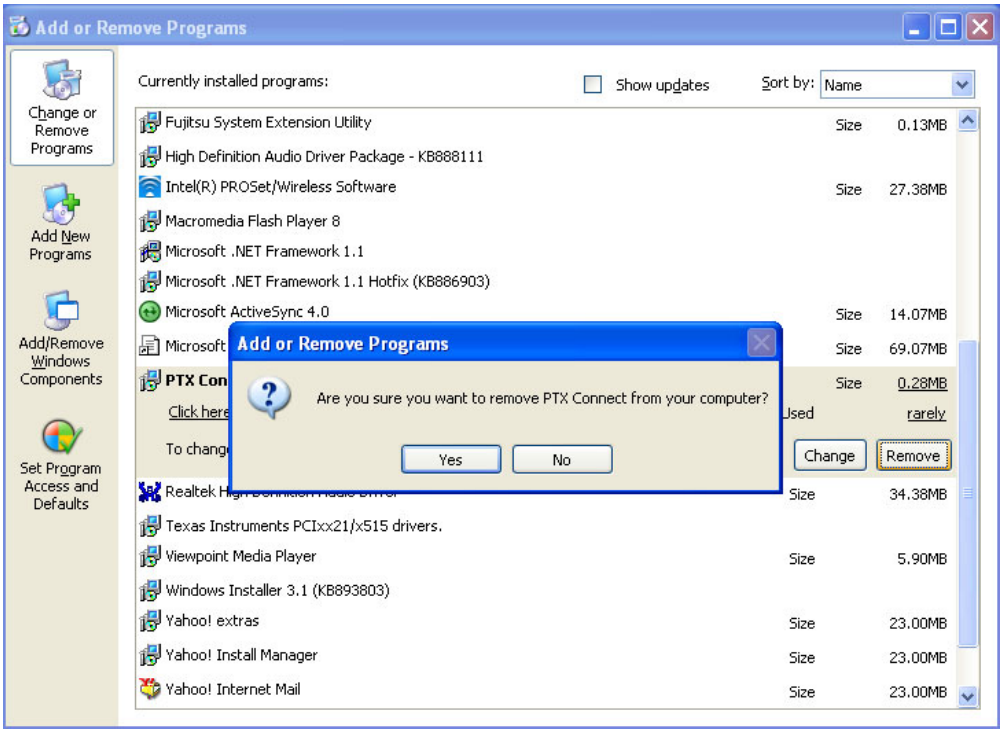
Microsoft .NET Framework 1.1
Microsoft .NET Framework 1.1 Hotfix (KB886903)
Microsoft ActiveSync 4.0 Size 14.07MB
Microsoft SQL Server Desktop Engine (SOAPBOX) Size 69.07MB
PTX Connect Size 0.28MB
Click here for support information. Used rarely
To change this program or remove it from your computer, click Change or Remove.
Change
Remove
Realtek High Definition Audio Driver Size 34.38MB
Texas Instruments PCIxx21/x515 drivers.
Viewpoint Media Player Size 5.90MB
Windows Installer 3.1 (KB893803)
Yahoo! extras Size 23.00MB
Yahoo! Install Manager Size 23.00MB
Yahoo! Internet Mail Size 23.00MB

6. Find the **PTX Connect** program to uninstall it. Click on **Remove**.


Add or Remove Programs
Change or Remove Programs
Add New Programs
Add/Remove Windows Components
Set Program Access and Defaults
Currently installed programs:
Show updates
Sort by: Name
Fujitsu System Extension Utility Size 0.13MB
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Microsoft ActiveSync 4.0 Size 14.07MB
Microsoft Size 69.07MB
PTX Con Size 0.28MB
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To chang
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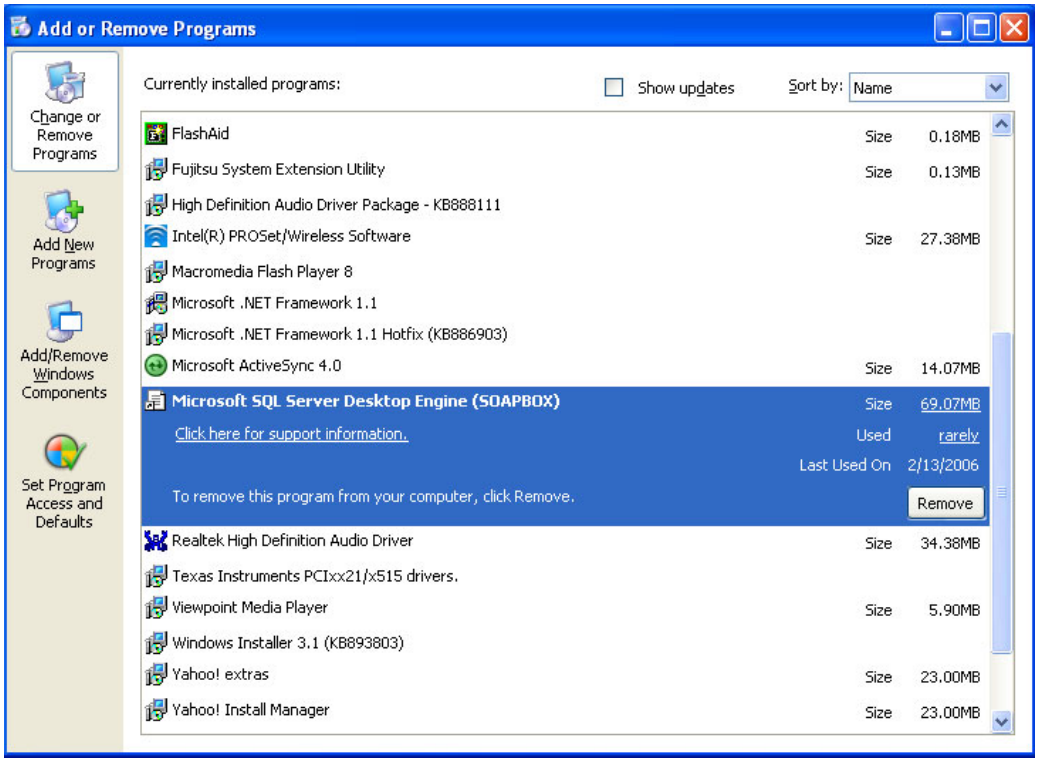
Realtek Size 34.38MB
Texas Instruments PCIxx21/x515 drivers.
Viewpoint Media Player Size 5.90MB
Windows Installer 3.1 (KB893803)
Yahoo! extras Size 23.00MB
Yahoo! Install Manager Size 23.00MB
Yahoo! Internet Mail Size 23.00MB
Add or Remove Programs
Are you sure you want to remove PTX Connect from your computer?
Yes
No

7. Click on **Yes**.


Add or Remove Programs
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Add New Programs
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Set Program Access and Defaults
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FlashAid Size 0.18MB
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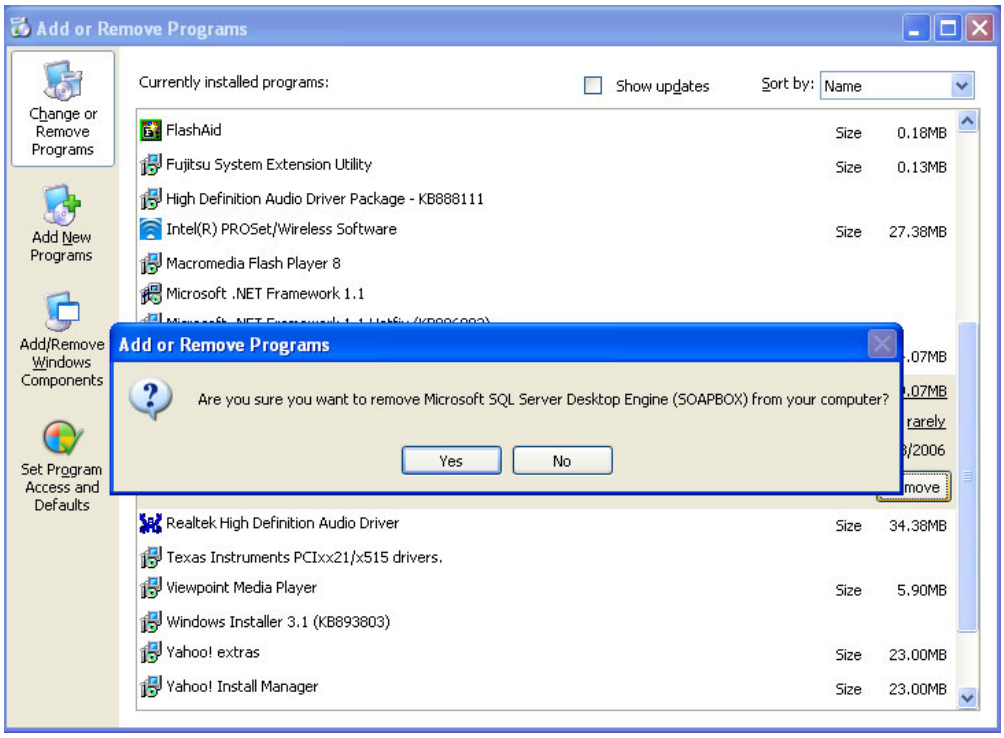
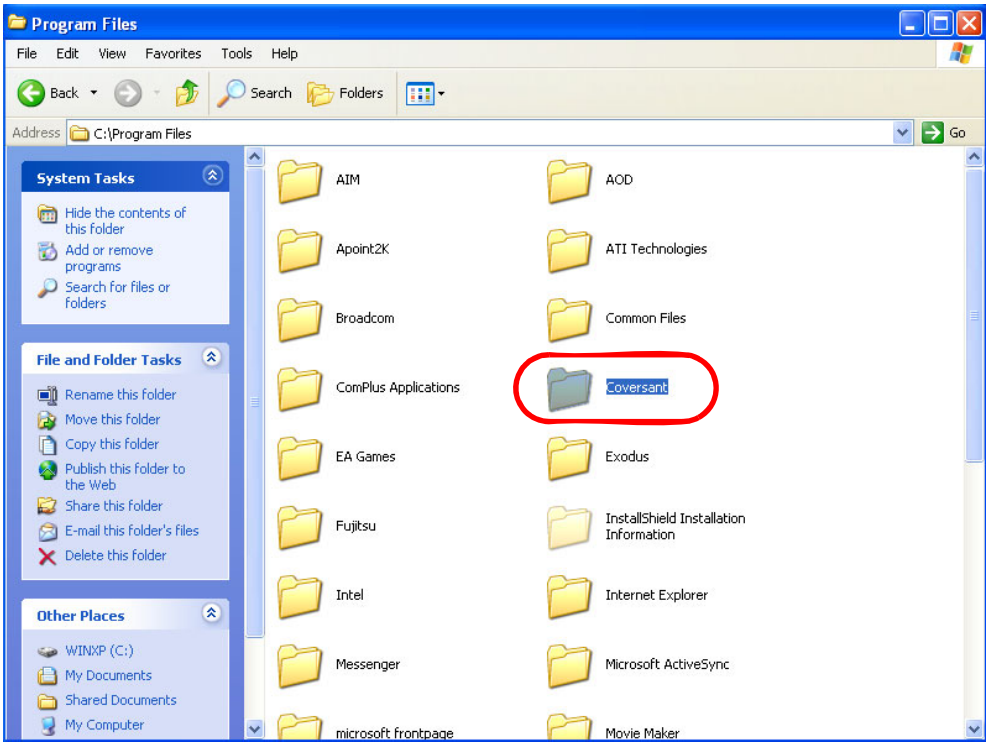
Remove
Realtek High Definition Audio Driver Size 34.38MB
Texas Instruments PCIxx21/x515 drivers.
Viewpoint Media Player Size 5.90MB
Windows Installer 3.1 (KB893803)
Yahoo! extras Size 23.00MB
Yahoo! Install Manager Size 23.00MB

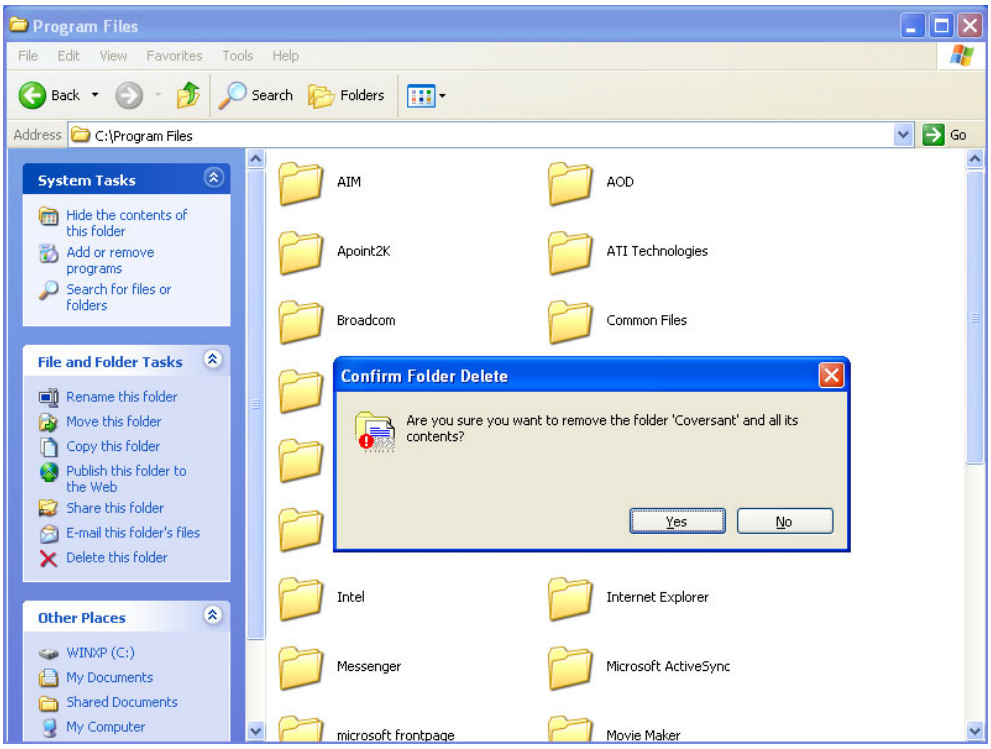
8. Find the **Microsoft SQL Server Desktop Engine (SOAPBOX)** program to uninstall it. Click on **Remove**.



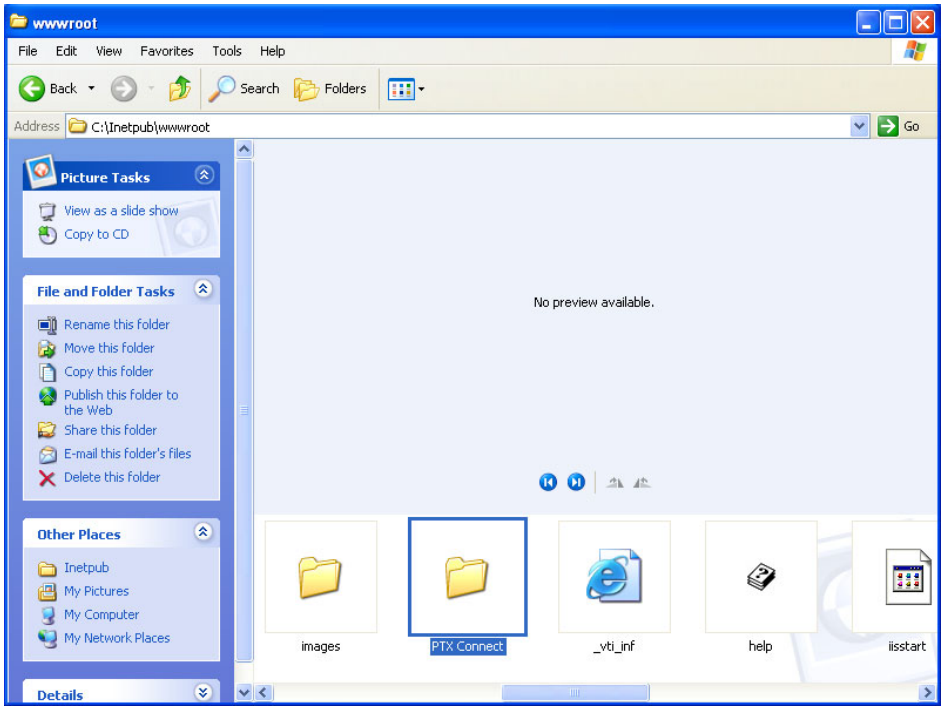

9. Click on **Yes**.




10. Go to **My Computer** and navigate to your **Program Files** directory. Click on the **Coversant** directory. Click on **[SHIFT]** + **[DELETE]**.



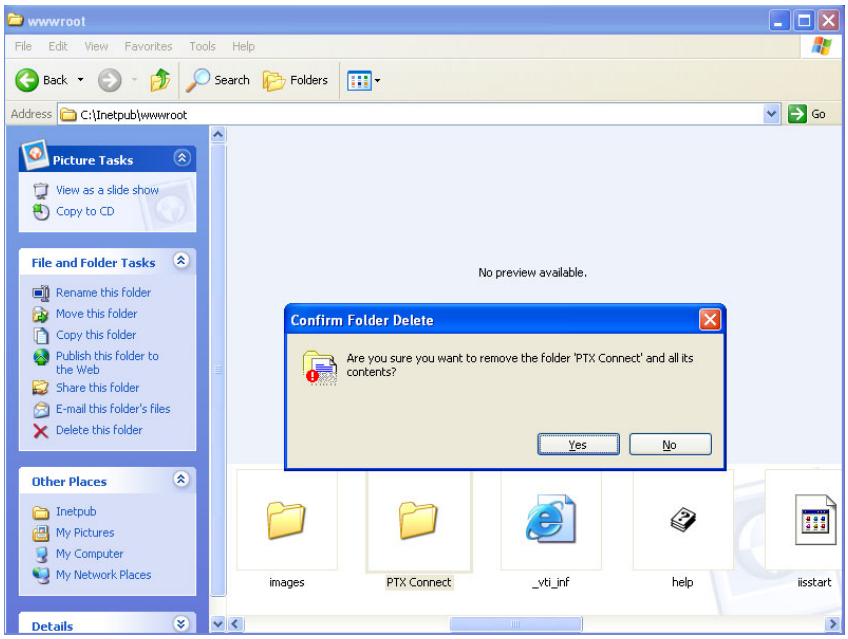

11. Click on **Yes**.




12. Navigate to your **Inetpub\wwwroot** directory and locate the **PTX Connect** directory. Select the directory and then press **[SHIFT]** + **[DELETE]**.

***Note:*** *If you installed **PTX Connect** into a different Virtual Directory, delete the directory with that name.*

*(When you installed PTX Connect Web Services, it asked for a Virtual Directory. The default is "PTX Connect", but you had the option to change that. Sometimes when you uninstall PTX Connect Web Services the Virtual Directory may be automatically deleted (depending on your IIS settings), but if it is not, then you should make sure you delete it now.)*



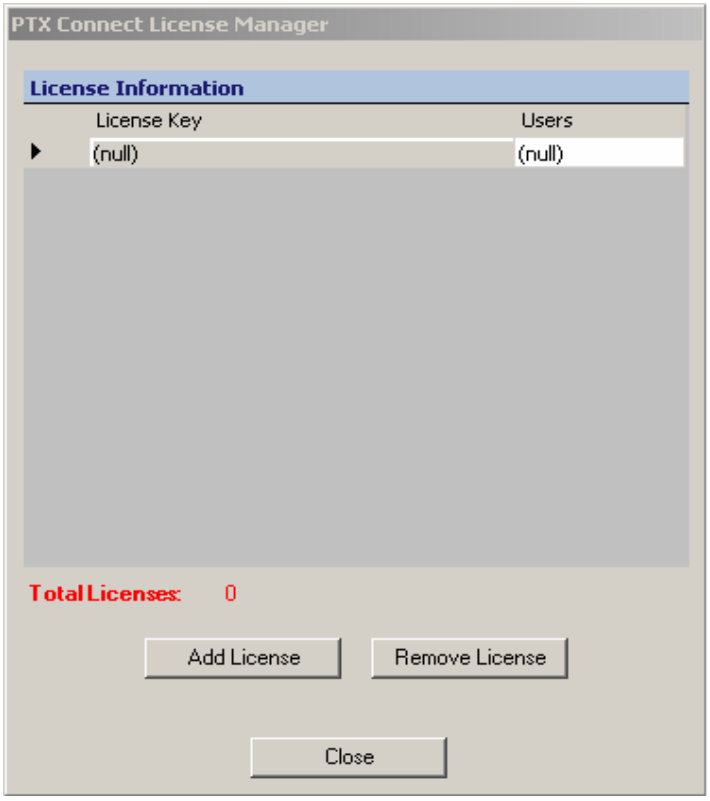

13. Click on **Yes** to confirm. You have finished uninstalling the PTX Commercial Server.

# LICENSE MANAGEMENT 9

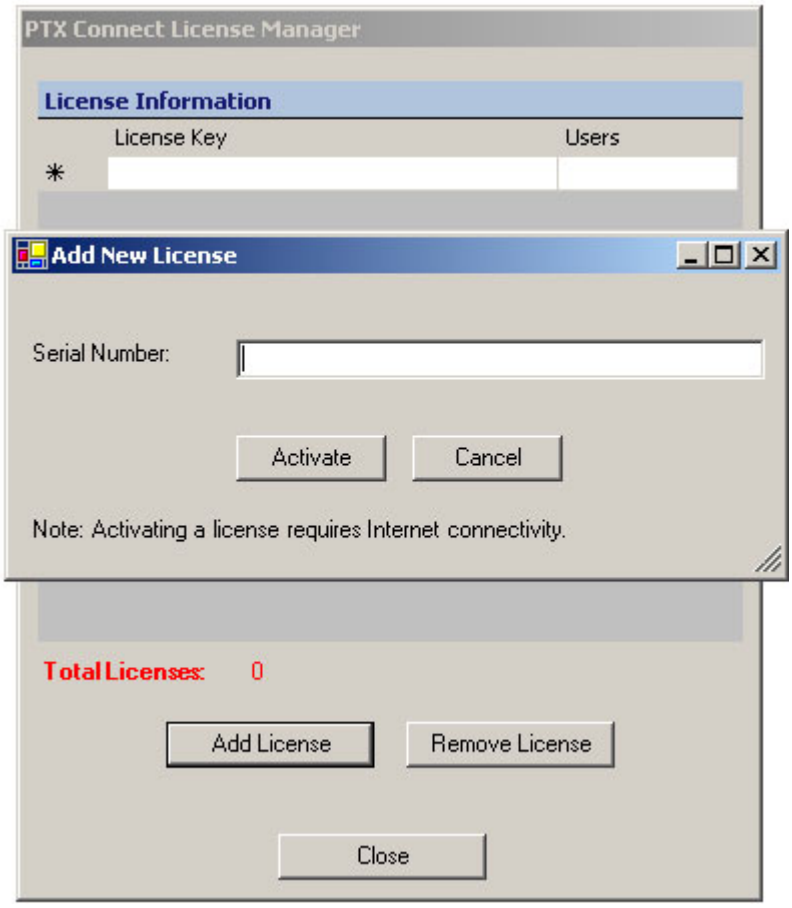
9.1 Adding A License Key . . . . . 109
9.2 Removing A License Key . . . . . 112

# 9.1 Adding A License Key

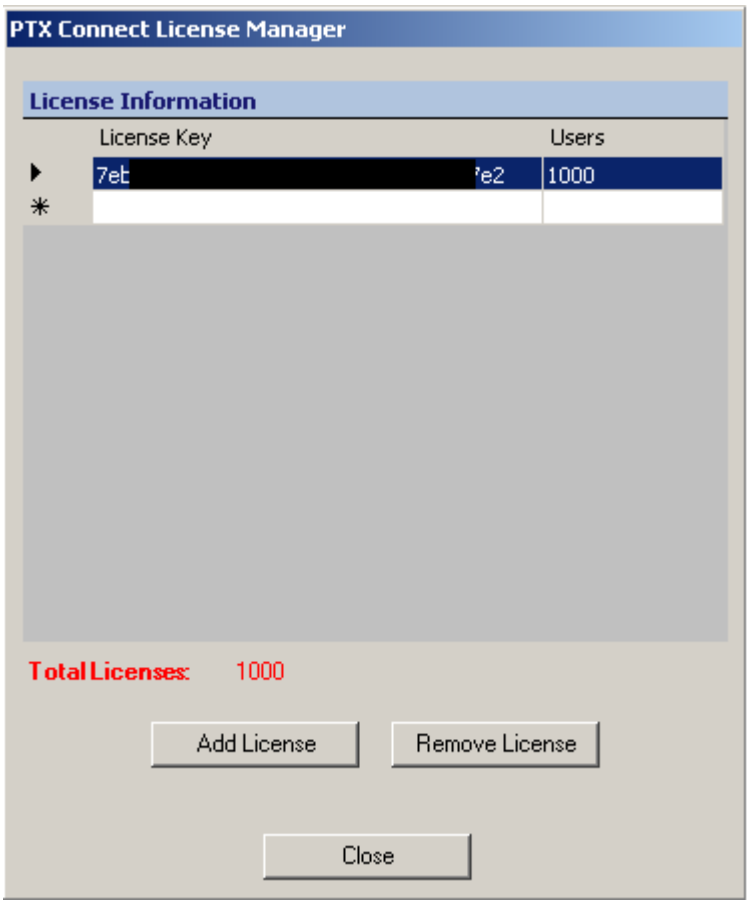
1. Double-click on the **PTX Connect License Manager** icon on your desktop.




2. Click on **Add License** from the main screen.




3. This screen will pop up. Enter the serial number provided to you by Psion Teklogix. Click on **Activate**.

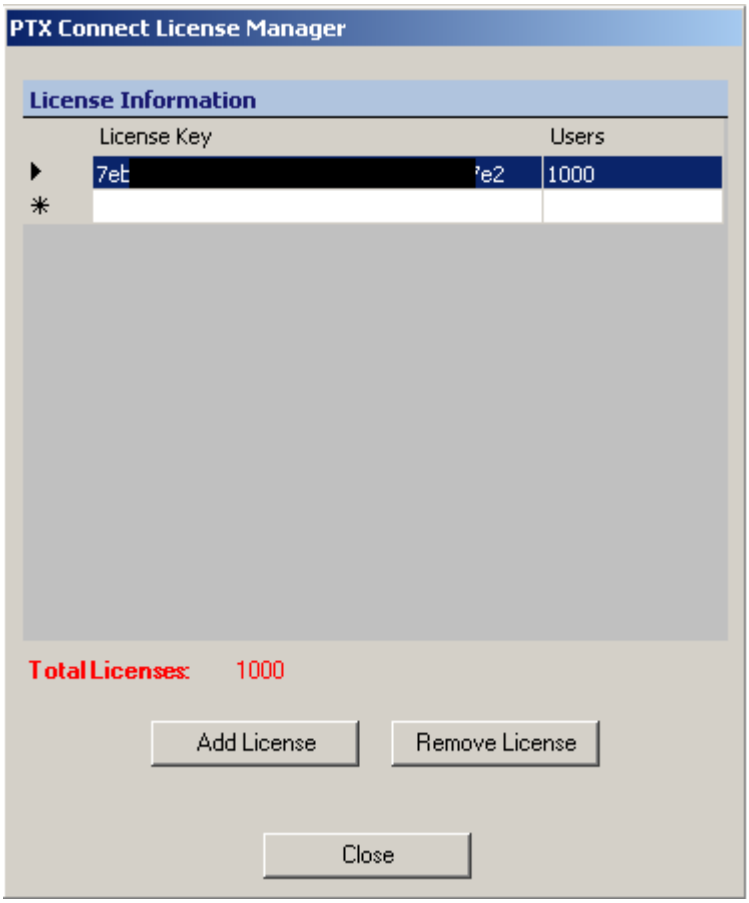



4. You will return to the main screen, but notice that your license key has been registered. You will also see the number of users allowed by this license. Click on **Close** when finished.

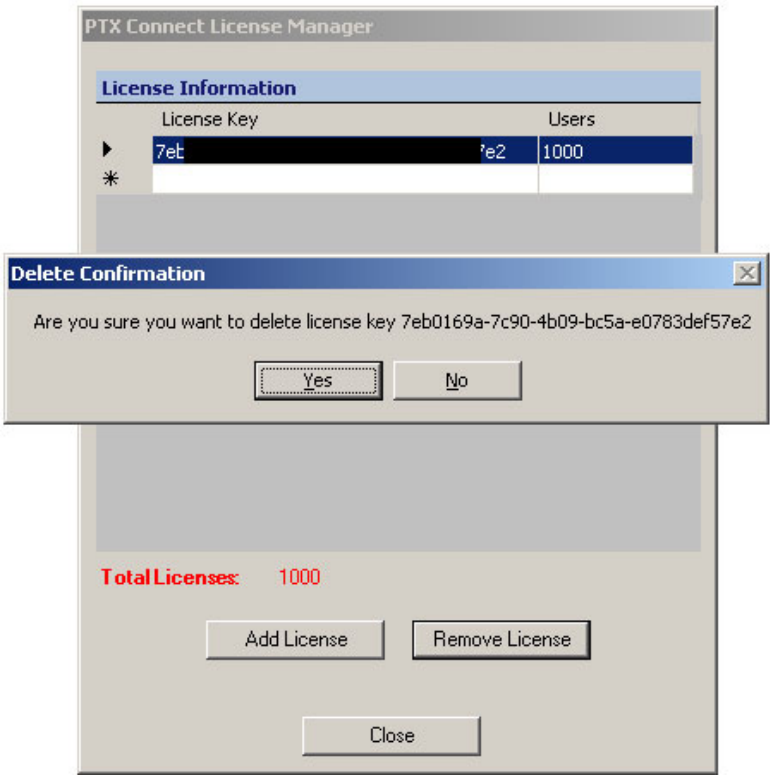
***Note:*** *You can augment licenses. If you already have 1000 licenses and add a new key with 500 licenses, you will see a total of 1500 licenses*

# 9.2 Removing A License Key

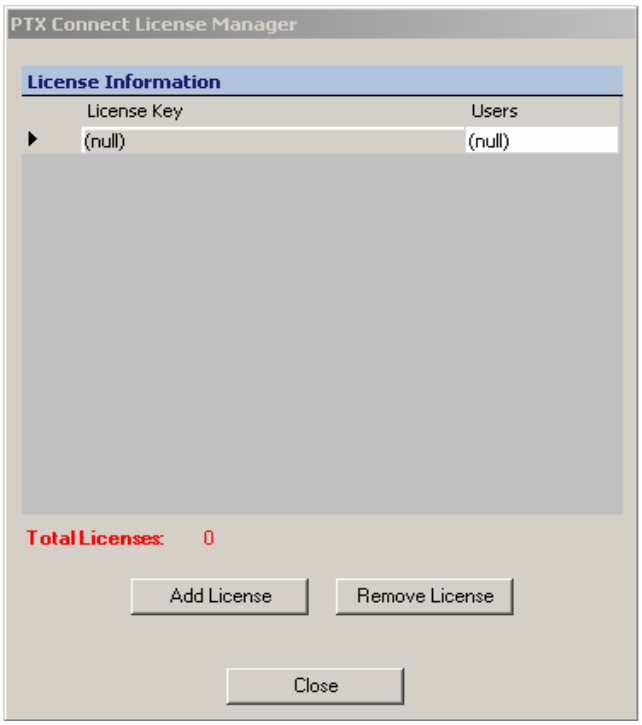
1. Double-click on the **PTX Connect License Manager** icon on your desktop.




2. You will notice that all your licenses are listed. Select the license you want to delete by clicking on the left of the license you want to delete. The license key and number of users will turn blue to indicate the row is selected.




3. Click on **Remove License**. You will get a confirmation dialog asking if you are sure you want to delete the specified license key. Click on **Yes**.




4. You will return to the main screen. Note that your license key has been deleted. Click on **Close** when finished.

# APPENDIX A

# SUPPORT SERVICES AND WORLDWIDE OFFICES

Psion Teklogix provides a complete range of product support services to its customers worldwide. These services include technical support and product repairs.

## A.1 Technical Support

Technical Support for Mobile Computing Products is provided via e-mail through the Partner Program website. To reach the website, go to *www.psionteklogix.com* and click on the Partner Program link, which takes you to the Partner Program page. Then click on the **Log-in** button or the **Register** button, depending on whether you have previously registered for Teknet or the Partner Program. (Your UserID and password are the same for TekNet and the Partner Program.) Once you have logged in, search for the "Support Request Form".

## A.2 Product Repairs

***International***

For product repairs, please contact your local Psion Teklogix office listed on our worldwide website: *http://www.psionteklogix.com*

Click on the heading labelled "Contacts" to choose a Psion Teklogix technical support representative closest to you.

***Canada/U.S.A***

Canadian and U.S. customers can receive access to repair services by calling the toll-free number below, or via our secure website (see *Technical Support*, above).

***Note:*** *Customers calling the toll-free number should have their Psion Teklogix customer number or trouble ticket number available.*

| | |
|---|---|
| Voice: | 1 800 387-8898 (press option "2")<br>Fax:1 905 812-6304 |
| Web Site: | http://service.psionteklogix.com |

## A.3 Worldwide Offices

### Company Headquarters And Canadian Service Centre

**Psion Teklogix Inc.**
2100 Meadowvale Blvd.
Mississauga, Ontario
Canada L5N 7J9
Tel: +1 905 813 9900
Fax: +1 905 812 6300
E-mail: salescdn@psion.com

### North American Headquarters And U.S. Service Centre

**Psion Teklogix Corp.**
1810 Airport Exchange Boulevard
Suite 500
Erlanger, Kentucky
USA 41018
Tel: +1 859 371 6006
Fax: +1 859 371 6422
E-mail: salesusa@psion.com

### International Subsidiaries

**Psion Teklogix S.A.**
La Duranne
135 Rue Rene Descartes
BP 421000
13591 Aix-En-Provence
Cedex 3; France
Tel: +33 4 42 90 88 09
Fax: +33 4 42 90 88 88
E-mail: tekeuro@psion.com

For a complete listing of international offices, please refer to: www.psionteklogix.com